

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Senior Café Assistant

Division: National Parks and Public Lands

Classification Level: GSE04

Branch/Unit: Public Land and Business Partnerships

CHRIS Position Number: P70003

Reports to (Title): Café Manager

About the Agency – [Department for Environment and Water](#)

About the Role

The Senior Café Assistant provides support to the Café Manager and Assistant Café Manager with administrative and operational tasks and contributes to the day-to-day operations of the café functions at Granite Island Cafe.

The role ensures products and services are delivered to the highest standards, providing quality service, visitor information and expert advice to public enquiries.

The role also provides support to team members and assists with a range of business functions, including stock ordering, general upkeep of retail or café areas, cash-handling and processing, general database maintenance and record keeping.

Key Role Outcomes

- Provide effective and efficient customer service including accurate and basic advice on retail products and café services for customers.
- Respond to forward facing enquiries in a quick and efficient manner to a diverse range of customers.
- Maintain commercial retail offerings to a high standard, including ordering and replenishing stock, to ensure good presentation and supply of retail and café products to assist with commercial sales.
- Contribute to the effective day to day operations of the commercial site by providing assistance and guidance to other employees.
- Ensure documentation is accurate and adheres to Records Management requirements.

Essential Criteria (including qualifications)

- Experience in commercial retail or café operations.
- Ability to operate in a busy retail/café environment and provide a high level of customer service.
- Experience in maintaining and displaying retail products in a commercial setting.
- Ability to exercise sound judgement, work as part of a team under broad guidelines, and provide appropriate guidance to other team members.
- Ability to meet and achieve financial obligations
- Good understanding of the principles relating to the tourism industry and the retail environment.
- Knowledge of point-of-sale systems to perform effectively in their daily work.

- Experience with receipting of cash and other forms of revenue.

Desirable Criteria

- First Aid Certificate

Key Relationships/Interactions

- Commercial Services team
- Visitors and general public
- Other DEW staff

Special Conditions

- May be required to participate in emergency preparedness, response and recovery activities required by government agencies.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia.
- This role has been identified as a:

Position of trust ☐ Prescribed position ☒ Not applicable ☐

The following screening check(s) is/are required:

- You will be required to provide a valid Department of Human Services Working with Children Check prior to being employed, which is required to be renewed every five years before expiry. DEW will cover the cost of renewal.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- Regular weekend and public holiday work is required.
- May be required to undertake work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and Changes	• Motivating Others • Thinking and Acting Strategically	• Participates in planning common goals for the team. • Uses own drive to foster energy and personal sense of achievement. • Reflects on the direction and progress of their work against set goals.
Achieves Results	• Delivering Effective Outcomes • Assuming Accountability	• Can understand and articulate clear and realistic goals/expected outcomes for their role. • Is clear about the priorities for the role and completes tasks within agreed timeframes and standards. • Shows initiative in moving their projects and tasks forward.
Drives Business Excellence	• Optimising Performance	• Works collaboratively with team members to achieve set goals.

	Facilitating Quality and Continuous Improvement	- Actively monitors own performance and participates in performance review and development processes with their Line Manager. - Identifies opportunities for doing work better and more quickly. - Can apply changes effectively within their own role.
Forges Relationships and Engages Others	Influencing and Negotiating	- Provides accurate information in a timely way to appropriate groups upon request. - Is proactive in keeping their line manager informed of work progress.
Exemplifies Personal Drive and Professionalism	Displaying Flexibility and Resilience	- Is able to switch tasks quickly. - Communicates setbacks to manager and continues with effectively progressing other priorities.

Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Date Delegate approved original classification:	20/08/2026	Original Class method:	Comparison Assessment – P65487/P65492
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