



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Café Assistant, Everglades House & Gardens Food & Beverage Attendant Grade 2
Primary Location:	Everglades House & Gardens, Leura
Direct Manager:	Café Coordinator, Everglades House & Gardens
Direct Reports:	Volunteers
Employment Status:	Casual
Hrs of work:	Anticipated to be 5.5 hours per week, with additional hours as needed

Organisation Overview

The National Trust of Australia (New South Wales) is Australia's leading heritage conservation organisation, a not-for-profit, community-based charity in operation for more than 75 years. Our vision is to bring the heritage of New South Wales to life for future generations through advocating for the conservation and protection of our built, cultural and natural heritage.

Everglades House & Gardens is a property of the National Trust of Australia (NSW) best known for its spectacular European inspired inter-war period garden and an Art Deco house, set amongst native bushland with views of the Blue Mountains; it is considered a highly significant historic property which attracts many visitors.

Primary Purpose

The Café Assistant reports to the Café Coordinator and is responsible for assisting tea rooms operations at Everglades House & Gardens including coffee-making and the coordination of volunteers during shifts.

Hours

This is a casual position for approx. 5.5 hours per week. The days of working may expand depending on property activities and some degree of flexibility is desirable.

Key Accountabilities

The Tea Rooms Barista is responsible for:

- Assisting with the daily kitchen operations ensuring it runs smoothly
- Ensuring compliance with health and safety regulations
- Ordering supplies, and liaising with suppliers (in the absence of the Café Coordinator)
- Overseeing the delivery of beverages ensuring coffee quality is of the highest standard

Other Responsibilities and Accountabilities

In conjunction with the Property Manager, the Cafe Coordinator will:

- Follow all policies and procedures of the National Trust, consulting fully with the Property Manager and other National Trust staff as required

Key Challenges

- Everglades House & Gardens is a high-profile property in the Blue Mountains region. It operates with minimal support staff and a large group of volunteers. One of the main challenges within the Tea Rooms is the possibility of labour shortages on any given day. Flexibility, practicality and versatility are required to ensure that the food service is of high standard, and the Tea Rooms staffed and well presented.

Qualifications or Extensive Experience

- Proven experience in a hospitality/cafe environment and high standards of food preparation and service.
 - Experience in food handling and short order food preparation is essential
 - Barista experience including the confidence of high-volume coffee orders
 - The ability to supervise a team of volunteers
 - A positive attitude and commitment to teamwork
 - A valid Food Safety Supervisor certificate or the willingness to obtain one
 - A current Working with Children Check (WWCC) or the willingness to obtain one
 - Excellent time management skills and ability to constantly re-prioritise tasks to ensure completion within required timeframes.
 - Experience in POS, taking orders and end of day reconciliation.
 - An understanding of and commitment to the National Trust's aims, objectives and workplace values, together with relevant policies and guidelines with particular regard for our Child Safe Child Friendly Policy and the principles of Equity & Diversity and WH&S.
 - Current First Aid Certificate (or willingness to gain)
 - Current Working With Children Check
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Key Result Areas

Resilience and Courage

- Be open, honest and respectful in dealing with all stakeholders
- Remain calm under pressure and in challenging situations
- Strong interpersonal, communication and liaison skills required

Act with Integrity

- Represent the organisation in an honest, ethical and professional way and encourage others to do so

Value Diversity and Inclusion

- Show respect for diverse backgrounds, experiences and perspectives

Communicate Effectively

- Communicate concisely and clearly with all stakeholders, volunteers, National Trust staff, community groups as required and maintain the goodwill of volunteers and the broader community

Work Collaboratively

- Collaborate with others and value their unique contribution
- Build a culture of respect and understanding across the organisation
- Recognise outcomes which resulted from effective collaboration between teams

Technology

- Working knowledge of the main POS and basic computer skills.

Finance

- Understand and apply financial processes to assist volunteers to undertake POS effectively and minimise financial risk at properties

Think and Solve Problems

- Think, analyse and consider the broader context in which the National Trust operates in regional areas and nationally to develop practical solutions to everyday issues at the Property

Inspire Direction and Purpose

- Build a shared sense of direction with volunteers, clarifying priorities and goals and inspiring others to achieve them

Optimise Business Outcomes

- Manage resources effectively

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. Following consultation, the aspects mentioned above may be altered in accordance with the changing requirements of the role.

Approval Date: August 2026