

<b>Position Title</b>	<b>Chef</b>
<b>Status</b>	<b>Casual / Part Time</b>
<b>TEC Position Number</b>	<b>TEC_ED_2005</b>
<b>Payroll Position Number</b>	<b>70100225</b>
<b>Employment Agreement</b>	<b>SCEC Certified Agreement</b>
<b>Classification Level</b>	<b>3</b>
<b>Department</b>	<b>Events Services</b>
<b>Date last reviewed</b>	<b>June 2022 Version 4</b>

## THE EVENTS CENTRE

The Events Centre is the Sunshine Coast's premier performing arts venue and hosts a range of entertainment events, cultural events, meetings, recreation and commercial activities and opportunities for the local community and visitors to the Sunshine Coast.

The Events Centre is operated by The Sunshine Coast Events Centre Pty Ltd, an independent venue management company owned by Sunshine Coast Council.

## PRIMARY ROLE

The Events Services Department is The Events Centre's front line for food and beverage event activities including conferences, functions, à la carte dining, buffets, function catering, cafés, bars and external event services.

The Chef reports to the relevant Head Chef for the efficient and effective provision of the Centre's kitchen and event services. The role provides a multi-skilled service that includes food preparation, production and implementation of menus delivering safe food within budgeted guidelines, leadership and responsibility for the cost-effective management of the kitchen team, working in conjunction with the Head Chef to ensure a quality product and service and maintaining Health and Safety standards.

## KEY RESPONSIBILITIES

- In the absence of the Head Chef, attend weekly management meetings to ensure open communication throughout the company and its departments.
- Assist in the management and leadership of the kitchen team.
- Support in the management of the kitchen, bar and conference food service operations on a day-to-day basis.
- Work in conjunction with the Head Chef to produce creative and innovative menu designs.
- Meet and where possible exceed customer and guest expectations, enabling the Food and Beverage operation to be recognised as a purveyor of consistent, quality and value for money cuisine.
- Respond to any changes in food styles and service trends as dictated by the market and customer feedback.
- Ensure food standards, preparation, presentation and cooking technique are established and monitored to meet high quality standards/guidelines and maintained at that level. Work with the Head Chef and kitchen team to take corrective action where appropriate and within company guidelines.
- Ensure the highest possible standard of hygiene is practiced and maintained by the entire Food and Beverage service team to meet Health and Safety regulations and HACCP food preparation guidelines.
- Cultivate a positive work environment where learning and personal development are benchmarks by which quality improvements is driven.
- Liaise with key stake holders keeping the lines of communication open and transparent between all

departments.

- Assist the Head Chef in updating of catering menus annually to ensure standards and budgets are being met.
- Undertake relevant duties assigned by the Head Chef and Management.

### FINANCIAL RESPONSIBILITIES

Assist the Head Chef in the following:

- Complete costings on all menu items prior to introduction of new dishes.
- Maintain food costs at budgeted levels by careful preparation, service and storage of food product.
- Coordinate daily food requirement with suppliers, with consideration for delivery times, shelf life and storage capabilities.
- Assist in the development of the Food and Beverage's Annual Business Plan and Financial Budget, use this as a guide to controlling expenditure during the financial year.
- Facilitate the smooth running of the department through adequate supply of materials and equipment.
- Adhere to the department budget through the invoicing system.
- Be pro-active in controlling wage costs being fully aware of the forecasted business and targeted profitability whilst maintain standards.
- Actively participate in annual procurement process.
- Implement and utilise a TOIL management system to ensure that staff TOIL hours are held at a pre-determined manageable level.

### HUMAN RESOURCE RESPONSIBILITIES

Assist the Head Chef in the following.

- Establish on-going On Job Training Programs within the department. Use Department Procedure Manuals as a base for all service procedures training.
- Induct new staff into the team in the first week of their employment following guidelines. Ensure that all staff under your control carry out their duties in accordance with the Service Standards and Procedure manuals.
- Effectively use the guest feedback to improve product and service delivery.
- Openly communicate with staff ensuring daily operational demands are met.
- Assist in the creation and implementation of a succession plan for the kitchen.
- Use effective delegation of hours to staff to ensure TOIL hours are held at pre-determined manageable level.

### REPORTING LINE

Reports to:	Head Chef, Conference and Events Manager
Leadership/Supervision:	All kitchen staff, including casual staff and contractors
Internal Liaison:	All SCEC staff and volunteers
External Liaison:	Members of the public, business partners Sunshine Coast Council staff.

## WORK HEALTH AND SAFETY

- Notify your manager of any reason you may not be capable of performing your tasks safely.
- Participate in workplace consultation on matters pertaining to Work Health and Safety, as per the centres agreed arrangements.
- Comply with safe work practices by following The Events Centres Health, Safety and environment policies, including the use of safe manual handling techniques, safe use of hazardous chemicals and machinery, working at heights procedures, using protective clothing and safety equipment where available and necessary, maintaining a clean, tidy work environment, and any other safety practice promoted and required by the centre.
- Ensure all equipment is kept in good working order and used only for the purpose for which it was intended. Report all broken or damaged departmental equipment to your manager and record on appropriate maintenance report form.
- Attend and actively participate in all Work Health and Safety training required of you by the centre.
- Report any health or safety hazards, incidents and injuries to your manager or supervisor. Hazards may include unsafe working conditions, equipment and machinery faults or damage, and other housekeeping or maintenance needs that may affect the safety or any person/s at the centre. Ensure that the appropriate documentation is completed correctly, such as the Incident Form.
- Participate and contribute to the risk assessment process when requested by your manager or supervisor.
- Maintain standards of hygiene for food handling and presentation as prescribed by council/legislative regulations.
- Be fully conversant with department fire and evacuation procedures.
- Contribute to cost control through energy conservation, correct storage of all materials and use of equipment per operating standards and manufacturer's specifications.

### Commitment to the Work Safe: Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

## CUSTOMER RELATIONS

- Provide efficient, friendly, and professional service to all guests.
- Lead by example when attending to guests' requests, show efficiency in constantly striving to provide Total Customer Satisfaction.
- Be flexible in work methods to cater to the client's needs.
- Take initiative to ensure that interactions with our customers (internal or external) are positive and productive.
- Work together with trust so that colleagues and management meet the goals of the department/centre.
- Treat customers and colleagues from all cultural groups with respect, sensitivity, and transparency.

## OTHER

- Take responsibility to ensure all required tasks are completed accurately and within given time frames.
- Participate in scheduled training and development programs provided by the centre to improve self and department standards and attend departmental meetings as required.
- Ensure wherever possible that employees are provide with a workplace free of discrimination, harassment

and victimisation.

- Follow property procedures with respect to grooming, performance and conduct standards, occupational health and safety, emergency procedures and all other property policies and procedures as detailed in the employee handbook/department procedure manuals/company policy manuals.
- Any other reasonable request within your range of competence as require by your manager.

#### SELECTION CRITERIA

1. A minimum of three years' experience in the catering of a large 4 to 5-star restaurant, hotel or function venue.
2. Demonstrated leadership and management skills in a reputable function's environment including planning, implementation and supervision of casual staff and contractors.
3. Demonstrated skills in the supervision and training of staff and the ability to build a team with a positive and flexible attitude that cooperates effectively with other teams in the Centre.
4. Well-developed oral and written communication skills, including an ability to liaise with internal and external customers in a tactful and professional manner.
5. Knowledge of contemporary quality menu design, food preparation and presentation, with the ability to create a variety of innovative food activities in terms of scale, scope and style.
6. Demonstrated ability to manage food and labour budgets with a focus on quality, growth and profitability.
7. Excellent knowledge of food safety and other regulations including Work Health & Safety in the hospitality industry.
8. The ability to fulfil the essential requirements and key responsibilities of the position.

#### QUALIFICATIONS, LICENCES AND CERTIFICATES, ADDITIONAL REQUIREMENTS

##### Essential

- Professional chef qualification – Cert III or Cert IV Commercial Cookery (equivalent)
- Demonstrated experience in running food operations and leading kitchen staff.
- Current drivers' licence – "C" Class; and
- Excellent communication and interpersonal skills.
- Completion of Food Safety Supervisor course or equivalent competencies.

##### Desirable

- Working knowledge and understanding of budgetary preparation and financial control methods.
- Working knowledge of computer systems and in particular MS Office software; and
- Knowledge of EEO legislation, Workplace Health and Safety issues, duties and responsibilities as applicable to this position

*Note: Training will be provided on the job, but it is expected that employees take every opportunity to develop their own skills and abilities by attendance at training courses and additional appropriate study as opportunities arise.*

POSITION ENQUIRIES

**Enquiries in relation to this position should be directed to:**

Julian Gibbs, Conference and Events Manager  
 The Events Centre Pty. Ltd.  
 PO Box 5, Caloundra Q 4551  
 Ph: (07) 5491 4240 or email: [julian@theeventscentre.com.au](mailto:julian@theeventscentre.com.au)

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I \_\_\_\_\_ agree to perform the duties as set out in the above job description and will carry out those duties to the performance standards required.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_