

Position Title	Head Chef
Status	Full-time
Classification Level	Level 4 SCEC Pty Ltd Certified Agreement 2022
Department	Event Operations
Effective Date	July 2025

ABOUT US

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.

VALUES AND BEHAVIOURS

The Events Centre aspires to be a values-driven organisation. In a values-driven culture, we find alignment between personal values and the organisation's values, creating a unified and motivated team. Our values represent what we, as a collective, care about. Using them to guide our behaviours is critical to ensuring that we are working together and aligned to our purpose.

1. **INTEGRITY:** We work with honesty, responsible to our stakeholders.
2. **EXCELLENCE:** We are committed to the pursuit of quality in everything we do and strive to demonstrate best practice in managing our business, engaging with our diverse community and through presenting a broad range of programming and services.
3. **COLLABORATION:** We are empowered by teamwork, working consultatively both internally and externally, to pursue opportunities and find creative solutions.
4. **INNOVATION:** We embrace change and actively position ourselves to be informed of market, technical and programming developments, willing to take risks to strengthen and grow our business.
5. **POSITIVITY:** We take a positive outlook, bringing energy and enthusiasm to our work; doing what it takes and inspiring others to do the same.

ABOUT THE ROLE

The Event Operations Department is The Events Centre's front line for delivering hospitality and events. The department is responsible for food and beverage, front of house operations and functions management.

The Head Chef works in conjunction with Events Operations Manager to ensure a quality product and service, assuming responsibility for the cost-effective management of the kitchen team to maximise food and beverage profitability. The role oversees the food preparation, production and implementation of menus which are designed to deliver innovative, safe food and does so by meeting market/customer needs and falls with budgeted guidelines.

Critical to the role is the maintenance of health and safety standards in the kitchen.

KEY RESPONSIBILITIES

Food and Kitchen Management.

- Management of the kitchen, bar and conference food service operations on a day-to-day basis.
- Production of creative and innovative menus, updating all menus regularly to ensure standards and budgets are being met.
- 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.
- Lead by example when attending to guest's enquiries and constantly strive to provide high quality customer satisfaction.
- Be flexible in work methods to cater to the client's needs.
- Creation of daily tasks lists and operation requirements.

Financial Management

- Complete costings on all menu items prior to approval and 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.
- Facilitate the operations of the kitchen through adequate supply of materials and resources.
- Be pro-active in controlling wage costs being fully aware of the forecasted business and targeted profitability whilst maintaining standards.
- Actively participate in annual procurement reviews in regard to equipment

People and Leadership

- Manage and lead the kitchen team, cultivating a positive and respectful work environment where learning and personal development are benchmarks by which quality improvements is drive.
- Treat customers and colleagues from all cultural groups with respect, sensitivity, and transparency.
- Take appropriate corrective action where appropriate and within company guidelines, if standards are not met.
- Liaise with internal key staff keeping the lines of communication open between the relevant departments.
- Establish on-the-job training programs by developing and maintaining department procedure manuals to ensure a high-quality standard is maintained.
- Induct new employees into the team and ensuring all kitchen staff carry out duties in accordance with the service standards and procedure manual.
- Effectively use constructive feedback to ensure continual improvement for quality products and excellent service delivery.
- In consultation with the Event Operations Manager, develop and maintain organisation policies and procedures to ensure continual improvement.

Work Health and Safety

- Ensure the team practices and maintains the highest possible standard of hygiene for food handling and service as prescribed by health and safety regulations and HACCP food preparation guidelines.
- Comply with safe work practices by following all of The Events Centre's policies, including safe manual handling techniques, safe use of hazardous chemicals and machinery, using protective clothing and safety equipment where necessary, maintaining a clean, tidy work environment, and any other safety practices required by the centre.
- Understand, participate and comply with all WHS processes and reporting protocols.

NOTE: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence, and training.

ROLE DIMENSIONS

Department Manager:	Event Operations Manager
Supervision:	All kitchen staff, including casual staff and contractors
Budget/Expenditure:	Nominated business-as-usual expenses as agreed with the Event Operations Manager. Delegated financial limits according to the Delegations of Authority Policy

KEY CRITERIA

1. Culinary Expertise

- Professional chef qualification (e.g., Certificate III/IV or Diploma).
- A minimum of 5 years' experience in a hotel or function venue with banquet style dining, and/or high-quality dining environment.
- 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.

2. Leadership and Team Management

- Proven ability to lead, recruit, train, and motivate kitchen staff in a functions environment.
- Experience in managing rosters, delegating tasks, and maintaining team morale.
- The ability to build a team with a positive and flexible attitude that cooperates effectively with other teams in the Centre.

3. Kitchen Operations and Efficiency

- Strong planning and implementation skills to deliver functions and manage daily service.
- Ability to maintain high standards of food quality and presentation under pressure.
- Experience with kitchen workflow optimization and time management.

4. Budgeting and Administration

- Demonstrated ability to manage food and labour budgets with a focus on quality and profitability.
- Proficiency in stock control, ordering, and supplier negotiation.
- Understanding of portion control and waste minimization.
- Experience in using professional software including MS Office/365.
- Current drivers' licence – "C" Class

5. Food Safety and WHS

- In-depth knowledge of food safety regulations and HACCP procedures with current Food Safety Supervisor certification (or equivalent).
- Commitment to maintaining a clean, safe, and compliant kitchen environment.

6. Communication and Collaboration

- Clear and respectful communication with the proven ability to work closely with front-of-house staff and management.
- Well-developed oral and written communication skills, including an ability to liaise with internal and external customers in a professional manner.

8. Adaptability and Problem Solving

- Ability to remain calm and make quick decisions in a fast-paced environment.
- Flexibility to adapt to changing menus, events, and staffing needs.

ACKNOWLEDGEMENT

Position: Head Chef

I,, accept the Position Description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date:/...../.....

Signature of Employee