



## Position description

<b>Title:</b>	<b>Cook</b>
<b>Branch/Department:</b>	Visitor Experience - Commercial
<b>Status:</b>	Full Time
<b>Location:</b>	Puffing Billy Lakeside Visitors Centre – Emerald Lake Park
<b>Reports to:</b>	Commercial Manager
<b>Direct Reports:</b>	Lakeside Visitors Center Kitchen staff
<b>Hours/Days of Work:</b>	5 days out of 7 as per agreed roster
<b>Travel:</b>	Some travel is required – PBR sites and surrounds as required
<b>Requirements:</b>	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check and participation in periodic checks</p> <p>Completed a National Transport Commission Category 3 Health Assessment Medical</p>

### Job Purpose

A leadership position that carries a range of responsibilities providing culinary support and direction for hospitality operations across Puffing Billy Railway (PBR), including the Lakeside Visitor Centre, catered trains, special events and promotions, functions and relevant food and beverage outlets.

### Key Duties & Responsibilities

#### People Management

- Lead, motivate, and coach the hospitality team across PBR
- Maintain a positive, cooperative working environment with staff that is flexible in their attitude and approach to rostered hours
- Oversee Hospitality team rosters and improve team efficiency and effectiveness.

#### Culinary Direction, Menu Creation

- Provides direction and leadership across all kitchen based culinary standards, menu, and product development innovation
- Review, monitor and recommend enhancements of culinary standards and the professionalism of PBR kitchens
- Be involved in the identification of new/review of existing suppliers & networks
- Represent PBR in a culinary context as occasions arise or dictate

#### Kitchen Management Support

- Hands on involvement in food preparation
- Manage the cost of goods, labour and expense targets within agreed parameters as required
- Provide support to Special Events catering as required, providing quality assurance feedback and support, including kitchen staffing as required



### **Business Operations**

- Financial accountability of the Profit and Loss of the business unit (hospitality operations).
- Responsible for meeting the cost of goods, kitchen labour and expense targets within the agreed parameters at all outlets.
- Provide ongoing and valuable contribution to departmental and organisational business plans.
- Build a positive and professional relationship with key stakeholders through open communication and continual examination of our business and service performance.

### **Customer Services**

- Accountable for the provision of consistent quality of service and product across all hospitality outlets
- Lead by example when attending to guest requests. Show efficiency in constantly striving to provide outstanding customer service
- Attend and address operational challenges promptly including customer complaints, inquiries, and requests.
- Encourage customer feedback regarding product and services. Listen to and act on this feedback.

### **Asset Management**

- Create a team that works together with trust and takes responsibility to meet the goals of the department.
- Manage Puffing Billy Railway's assets in all areas to protect their long-term investment value.
- Maintain a register of all service equipment maintenance and breakages; ensure that regular programmed maintenance is carried out to manufacturer's specifications.
- Ensure confidentiality and secure storage of all intellectual property and databases, both hard copy and electronic.
- Be fully conversant with the fire and emergency evacuation procedures.
- Report any loss or damage to PBR, visitors or staff assets on the appropriate incident report form.

### **General Responsibilities**

- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested by the Commercial Manager or the Visitor Experience Group Manager

### **Key Competencies**

- Experience in a similar role
- Relevant Kitchen qualifications
- Knowledge of conference and catering operations
- Demonstrated ability to design, implement and evaluate promotional activities in a variety of food and beverage environments
- Proven budget management ability
- A thorough commitment to providing exceptional service and exceeding guest expectations
- Ability to handle and resolve conflict effectively
- Projects a professional image through personal presentation / interpersonal skills
- Maintains awareness of industry trends in service, product, and presentation
- Effective numeracy, verbal, and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures

### **Qualifications & Experience Required**

- An understanding of Puffing Billy's history and current business is desirable
- Relevant Kitchen qualifications
- Knowledge of the Tourism and Hospitality industry



- Food Supervisor certificate or equivalent preferred
- Current motor vehicle driver's licence (manual)
- Responsible Service of Alcohol certificate
- Experience managing a busy kitchen or multi-outlet venue
- First Aid Certificate or willing to obtain

**Key Relationships**

- PBR staff, volunteers, and visitors
- External stakeholders including elected officers and senior management in public and private organisations
- External suppliers.

**Health & Safety**

Managers and supervisors have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Encourage early reporting of incidents and forward information to RTW Coordinators immediately
- Assist with initiating an early return to work on suitable duties after a workplace injury
- Access sources of OHS information and systematically disseminate information to all employees.
- Ensure that employees including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Develop safe work procedures as required and ensure adherence to procedures.
- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.
- Ensure all plant and equipment is properly maintained
- Maintain relevant knowledge of OHS issues.
- Act as a role model by demonstrating safe work behaviours.

The following health and safety factors are relevant to this position

<b>Frequent (occurs 1/3-2/3 of time)</b>	<b>Constant (occurs 2/3+ of time)</b>
<ul style="list-style-type: none"> <li>• Sitting at workstation</li> <li>• Standing</li> </ul>	<ul style="list-style-type: none"> <li>• Standing, walking: 90 – 100% (continuous)</li> <li>• Talking or listening: 90 – 100% (continuous)</li> <li>• Hand/arm movement i.e. stacking, reaching, cutting and sorting</li> <li>• Walking on uneven surfaces</li> <li>• Responsibility for the safety of others</li> <li>• Gripping, holding, clasping with fingers/hands</li> <li>• Manual handling task (0 – 9kg)</li> </ul>

**Additional Notes**

- Weekend and public holiday work will be required as rostered
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants may be subject to unannounced drug and alcohol testing



**Acknowledgment**

I declare that I have read and fully understand the content of this Position Description.

*Employee*

*Name:* \_\_\_\_\_

*Employee*

*Signature:* \_\_\_\_\_

*Date:* \_\_\_\_\_

Approved By:	Nicoleta Giurgiu	Date:	November 2020
Last Updated By:	Jade Cranton	Date:	November 2020



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

**Our Children, Our Focus, Our Future, Speak Up!**