



## Position description

<b>Title:</b>	<b>Cook</b>
<b>Branch/Department:</b>	Visitor Experience - Commercial
<b>Status:</b>	Casual (permanent conversion opportunities available)
<b>Location:</b>	Puffing Billy Lakeside Visitors Centre – Emerald Lake Park & Catered Trains
<b>Reports to:</b>	Head Chef
<b>Direct Reports:</b>	None
<b>Hours/Days of Work:</b>	As agreed per roster
<b>Travel:</b>	Some travel is required – PBR sites and surrounds as required
<b>Requirements:</b>	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

### Job Purpose

Working under the direction of the Head Chef this role will support a range of responsibilities including but not limited to, providing culinary support and direction for functions, catered train and retail catering at Puffing Billy Railway.

### Key Duties & Responsibilities

#### Specific Responsibilities

- Provide coverage when other kitchen staff are unavailable.
- Provide support and motivate kitchen staff in a collegiate and positive manner
- Support Food preparation and kitchen staff in culinary outputs.
- As directed support the financial accountability **of the kitchen** for meeting the cost of goods, kitchen labour and expense targets within the agreed parameters at all outlets as set by the Head Chef.
- Support the review, monitoring and recommendations to enhance culinary standards and the professionalism of PBR kitchens
- When on shift accountable for the provision of consistent quality of service and product in the outlets.
- Lead by example when attending to guest requests. Show efficiency in constantly striving to provide total customer satisfaction.  
Practice positive problem-solving in all aspects of customer service when Head Chef and Sous Chef are not available.
- Treat visitors and colleagues from all cultural groups with respect, sensitivity, and transparency.
- Encourage customer feedback regarding product and services. Listen to and take action on this feedback.

#### General Responsibilities

- Assist in creating and supporting a team that works together with trust and takes responsibility to meet the goals of the department.
- Ensure confidentiality and secure storage of all intellectual property and databases, both hard copy and electronic. Adhere to the Internet and Email policy



- 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.
- 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
- Maintain behaviours in line with company values and demonstrate leadership in behaviours to your team at all times
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested by the Commercial Manager or the Group Manager Visitor Experience

### Key Competencies

- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Strong organisational skills, with ability to prioritise and follow-through
- 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

- Relevant Kitchen experience
- Knowledge of the Tourism and Hospitality industry preferred
- Food Supervisor certificate or equivalent preferred
- Current motor vehicle driver's licence (manual)
- Responsible Service of Alcohol certificate
- 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 in a kitchen environment have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

- Maintain standards of hygiene for food handling and presentation as prescribed by council/legislative regulations.
- Ensure all operating equipment is in good working order, reporting any unsafe work conditions, faults, and repairs or cleaning needs to appropriate department.
- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Identify, assess if necessary and control hazards within their area of responsibility.



- Encourage early reporting of incidents and forward information to RTW Coordinators immediately
- 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

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<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 have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee  
 Name: \_\_\_\_\_  
 Employee  
 Signature: \_\_\_\_\_

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

Approved By:	Nicoleta Giurgiu	Date:	March 2022
Last Updated By:	Jade Cranton	Date:	March 2022



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!**