



Position description

Title:	Food and Beverage Kitchen Assistant
Branch/Department:	Visitor Experience - Commercial
Status:	Casual
Location:	Lakeside Visitors Centre, Emerald Lake Park
Reports to:	Head Chef
Direct Reports:	Nil
Hours/Days of Work:	Casual – 7 day roster as required
Requirements:	<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

This position assists in the kitchen team in the co-ordination of all Food & Beverage services on Puffing Billy Railway (PBR), including but not limited to Lakeside Visitors Centre café and functions area, Luncheon & Dinner Trains, Specials Events and Corporate requirements.

Key Duties & Responsibilities

- Provide a high standard of food and beverage service to our visitors.
- Measure and assemble ingredients for menu items.
- Assist in the preparation and cooking of meals.
- Properly store food items at appropriate temperatures.
- Rotate and replenish stock items as per established procedures.
- Ensure that the food prep area and kitchen are cleaned and sanitized as per schedule.
- Maintain food temperature charts in compliance with Food, Health and Safety standards.
- Assemble and serve meals to customers.
- Clean dishes and kitchen equipment to prescribed standards
- Assist with events on the Railway as required.
- Establish and maintain a culture of quality customer service.
- Maintain and share knowledge of:
 - Contemporary food, beverage and service trends.
 - Menu ingredients and potential effects in relation to allergies.
- 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 adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested



Key Competencies

- Focus on service excellence
- Cash and EFTPOS handling skills.
- Self-motivated with an attention to detail
- Proven ability to work as part of a team and independently
- Willingness to work on a rostered basis, including weekends, public holidays and special events
- Ability to work under pressure and unsupervised
- Ability to communicate successfully with people of from all background and cultures

Qualifications & Experience Required

- Knowledge and experience in kitchen and hospitality industry work
- Current motor vehicle driver’s licence (manual preferred) where appropriate
- Current Responsible Service of Alcohol certificate preferred
- Experience in food preparation, presentation and delivery of food items
- Current Food Handlers Certificate preferred
- An understanding of Puffing Billy’s history and current business is desirable

Key Relationships

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

Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

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"> • Manual handling task (0 – 12kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Standing for long periods • Responsibility for the safety of others

Additional Notes

- Availability to work weekends, public holidays and Christmas/New Year period is essential
- Attendance at meetings and some variation to normal hours including early or late starts, weekends, evenings and public holidays may be expected from time to time
- 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 maybe 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:	
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Approved By:	Nicoleta Giurgiu	Date:	September 2022
Last Updated By:	Robert Rabba	Date:	September 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!