



## Position description

<b>Title:</b>	Sous Chef
<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>	Head Chef
<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>	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, the Sous Chef will support the Head Chef with a range of responsibilities including but not limited to, providing culinary support and direction for functions and retail catering at Puffing Billy Railway.

This position will contribute to the success of culinary experiences at Puffing Billy Railway in the following ways:

- Provide support to ensure the direction and leadership across all kitchen based culinary standards are consistent.
- Provide support and motivation to senior chefs, cooks and other kitchen staff in a collegiate and positive manner.
- Support the review, monitoring and recommendations to enhance 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.

### Key Duties & Responsibilities

#### People Management

- Support the Head Chef to lead, motivate and coach team.
- Utilise effective people management techniques to maintain a positive, cooperative working environment with staff
- Be response to operational needs assisting with appropriate staff rostering

#### Operational Management Support

- Support Food preparation and kitchen staff in culinary outputs.
- Provide support to Special Events catering as required, providing quality assurance feedback and support, including kitchen staffing as required.



- Financial accountability - Responsible for meeting the cost of goods, kitchen labour and expense targets within the agreed parameters at all outlets as set by the Head Chef.
- Build a positive and professional relationship with key stakeholders through open communication and continual examination of our business and service performance

#### **Customer Services Responsibilities / Duties**

- 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.
- Attend to major operational problems and needs promptly including customer complaints, inquiries, and requests. Practice positive problem-solving in all aspects of customer service.
- Answer all correspondence and inquiries received during the working week promptly; maintaining good public relations with visitors.
- 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**

- Leadership skills to support senior chef to motivate, coach, and maintain an effective workgroup
- Knowledge of conference and catering operations
- Proven cost management ability
- 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
- Knowledge of conference and catering operations
- 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 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 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:

- Participate in the development of a safe and healthy workplace
- 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.
- 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

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> </ul>



	<ul style="list-style-type: none"> <li>Manual handling task (0 – 9kg)</li> </ul>
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**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:	August 2021
Last Updated By:	Jade Cranton	Date:	August 2021



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!**