

Position Description

Position Title	Apprentice Chef
Job Type	Employee
Department/Location	Kitchens/Country Club Tasmania
Immediate Manager	Chef de Partie
Manager-one-removed	Executive Chef
Award Classification	Apprentice

Position Purpose

This position is responsible for supporting the growth and development of Country Club through maintaining high quality food products and the service of these to house guests.

Operating Context

Country Club Tasmania creates an atmosphere in which customers feel welcomed, acknowledged and rewarded for their participation in gaming and other forms of entertainment, and in which employees gain satisfaction for their work.

To support these goals, the culture is one of team work, with managers focused on developing teams which are friendly, efficient, customer-focused and in which team members are supportive of each other and of other teams.

The Country Club is committed to high standards of performance in relation to Workplace Health and Safety and believes that this can be achieved through a partnership with employees in maintaining safe working conditions and practices.

Autonomy

Works under general supervision and guidance. Work is reviewed in an ad hoc basis as required. Work is self-prioritised and next steps are determined within an established framework. Incumbent will be required to determine when and how to escalate unresolved or complex issues.

Position Accountabilities

1. Undertake a Certificate III in Commercial Cookery.
2. Follow kitchen's standard recipes.
3. General food production.
4. Prepare and serve food items for the staff cafe and prepare sandwiches for the restaurant outlets.
5. Food preparation as required.
6. Ensure refrigerators, freezers and work areas are clean and tidy at all times.
7. Maintain sanitary conditions in all food areas including storage.
8. Adhere to the kitchen code of conduct.
9. Adhere to Local Government and work place health and safety policies.
10. Report all technical faults and safety hazards to the immediate supervisor.
11. Participate in all training as required to carry out duties efficiently and safely.
12. Participate in team meetings.
13. Compliance with all Company / Department policies and procedures.

Generic accountabilities – every employee

- Ensure personal and team contribution to support overall team effectiveness.

- Monitor and report performance against KPI's and take corrective action as required.
- Provide a safe working environment within your area of responsibility, supporting a "safety first" business culture.
- Ensure compliance with Statutory and Regulatory requirements, and Mulawa and business unit policies.

Dimensions

The position manages:	n/a
Expenditure Authority:	n/a
Expense Budget:	n/a
Revenue:	n/a
Assets under control:	n/a
Other numeric or financial:	n/a

Key Performance Indicators

- A high level of customer service is maintained.
- Food produced in a consistent and cost effective manner.
- The health and safety of staff and customers is ensured.
- Company policies are adhered to.
- Consistent achievement of customer service standards.
- Quality and level of support provided to other team members.
- Timely maintenance of sanitary conditions in allocated kitchen.

Position Relationships

Key Internal Interactions:

- Country Club General Manager
- Country Club Managers and Supervisors
- Broader Kitchens team
- People and Culture Team

Key External Interactions:

- Third party providers of food and beverage services or training
- Regulatory authorities
- Unions and employee representatives
- Customers

Success Profile

Essential Qualifications and Experience

Essential:

- Must be prepared to undertake and achieve qualification in Certificate III Commercial Cookery.
- An ability to plan and undertake tasks in a logical and sequential manner.
- Effective time management skills.

Desirable:

- Previous experience in a kitchen or food preparation environment.

Level of Expertise

- Displays a thinking style, which is flexible.
- Displays the ability to learn and integrate the verbal and numerical information necessary to perform this role.
- Has the capacity to work independently, to make decisions and to show initiative whilst operating within the Organisational boundaries.

- Perseveres with work tasks until completion and pays sufficient attention to detail.
- Displays an enthusiastic and motivated approach to work, maintaining a strong focus on achieving the business goals of the department.
- Displays a genuine interest in others, a keenness to be of service and the ability to understand people and to empathise with them.
- Is confident socially, being friendly, warm, respectful and able to put others at ease.
- Is reasonably modest about themselves and their achievements, not needing to be the centre of attention.
- Accepts responsibility for their actions, shows integrity, high self-esteem and an appropriate control over their emotions.
- Displays a commitment to working within teams, focusing on the objectives and achievements of the team rather than on personal achievements or recognition.
- Presents a strong role model, embracing and reflecting the values and standards of the Organisation.
- Displays a commitment to personal growth (both their own and those they work with), and the capacity to assist others to develop

Behaviours

- Delivering Results – drives and delivers performance against set goals.
- Formulating Strategies and Concepts – demonstrates medium to long term visioning and develops a plan to achieve the vision.
- Entrepreneurial and Commercial Thinking – practically applies technical/functional expertise and challenges the status quo in contributing to business success.
- Analytical Thinking and Trend Analysis – understands the operating environment and makes decisions based on trend and market analysis.
- Relating to and Working with People – demonstrates drive to develop open and honest relationships across all levels in order to positively impact the business.
- Customer Focus – understands our customer, constant focus on improving customer experience and makes decisions based on added value for the customer

Our Principles

- Play the ball not the person.
- Never be too proud to ask for help.
- Our word is our bond.
- Never focus on just one customer.
- Be humble, don't seek the limelight.
- Leave it better than you found it.