

Employee #

--	--	--	--	--	--



## Job Description

<b>Job Title</b>	Kitchen Hand Team Leader	<b>Location</b>	Google
<b>Employee Name</b>		<b>Business Sector</b>	B and I
<b>Responsible to</b>		<b>Work Level</b>	In-Unit Level

### Overall Purpose of the Role

At the completion of training and induction is capable of delivering a quality catering service to our customers, residents, patients or clients on a daily basis. This role requires a proactive approach to safety and adherence to Our Safety Culture behaviours.

## Role Duties & Requirements

- **Deliver professional customer service**
  - Provide a warm, friendly and welcoming style of service to all customers
  - Delegating tasks to team members.
  - Managing the day-to-day activities of the team.
  - Respond to customer requests in a timely manner & ensure customer supplies are replenished
  - Listen to team members’ feedback and resolve any issues or conflicts where possible
  - Ensure complaints are dealt with satisfactorily, or passed to the appropriate Manager
  - Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
  - Creating a pleasant working environment that inspires the team.
- **Maintain clean & tidy dining/kitchen areas**  
*Includes some or all of the following:*
  - Clean tables and surrounds
  - Sweep and Mop floors
  - Clean, sanitise and store equipment
  - Handle waste and linen
  - Clean and Maintain public areas
  - Replenish supplies in dining areas
  - Receive and rotate stock
- **Apply basic communication skills**
  - Receive and relay information
  - Follow routine instructions
  - May be required to draft simple correspondence
- **Work with colleagues and customers**
  - Communicate effectively in the workplace
  - Maintain personal presentation standards
  - Work effectively in a team
- **Follow company policies and procedures**
- **Perform other duties within his/her capabilities as required by Supervisor or Manager**
- **Wash dishes (e.g. pots & pans, crockery, kitchen equipment)**
- **Check delivered and arranged them**
- **Fill & check all temperature forms on regularly basis**

## Health and Safety Responsibilities

- **Follow Compass health, safety and security procedures**
  - Adhere to health, safety and security procedures
  - Maintain safe personal presentation standards
  - Provide feedback on health, safety and security
  - Report all incidents *immediately*
  - Identify and report all hazards
  - Complete all required food safety training to meet company compliance standards
  - Adhere to and maintain Food Handling standards at all times.
- **Adhere to Our Safety Culture by**
  - Following rules
  - Speaking out
  - Being mindful and
  - Getting involved

This will be achieved by personally demonstrating the *Everyone* behaviours detailed in the Compass Group Our Safety Culture Framework document.

- **Follow safe manual handling practices**
- **Follow safe food handling procedures**
  - Adhere to hygiene procedures
  - Adhere to the site food safety plan
  - Compliance with the temperature monitoring and corrective action progress
  - Compliance with the cleaning schedules

#### HSEQ Policy/Procedure Documents:

- Compass Health, Safety and Environment Policy
- Employee Health, Safety and environment Handbook
- Relevant Inspection Forms
- Opportunity for Improvement (OFI)
- Safety Management Plan
- Job Safety & Environmental Analysis (JSEA)
- Manual Handling procedures Material Safety Data Sheet (MSDS)
- PLEASE ADD SITE SPECIFIC SAFETY POLICY/PROCEDURES HERE

## Skills and Experience

### Essential

- Team player and able to work autonomously
- Experience in a similar role
- Flexible approach and attitude
- Good communication skills
- Hard working

### Desirable

- Previous experience in a kitchen environment
- Previous experience in operating standard kitchen cleaning equipment
- Physically fit and reliable

## Learning & Development Requirements

- Compass Corporate Orientation
- Food Safety Training Program (I'm Alert)
- Managing Hazards
- Incident Reporting
- Behavioural Observations
- Relevant toolbox topics
- Job Safety & Environmental Analysis (JSEA)

## Award\* Classification

\*If an Enterprise Agreement applies, please consult your local HR Adviser for correct classification.

### Hospitality Industry General Award (HIG) 2010:

#### Base Classification

Level 3 FB Grade 3

#### Higher Classifications

Employees who have had the appropriate level of training and are required to perform one or more of the following duties are classified as:

#### Level 2 Kitchen Attendant Grade 2 (tick if applicable):

- Specialised non-cooking duties in a kitchen or food preparation area
- Supervision of other staff

#### Level 3 Kitchen Attendant Grade 3:

- Has undergone supervisory training and is responsible for a team of staff

**Note where the employee is required to cook food as a primary duty, the Cook position description applies instead (and corresponding award classification)**

---

This role profile is a guide to the work you will initially be required to undertake. It may be changed from time to time to incorporate changing circumstances, and you may be required to be flexible and perform other duties as required by your manager. It does not form part of your contract of employment.

### Employee Declaration

**I have read and understood my position description:**

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

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

---