



Larder Hand

Position Description

Customer Experience Pillar

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer focused business functions of Front of House, Ticketing, Marketing, Food & Beverage, Strategic Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with over 450 people.

The Customer Service team is responsible for consistent and outstanding service across all customer touchpoints.

The Role

The primary purpose of this role is to work with Kitchen Chefs to assist in achieving optimum results in relation to culinary delivery. Facilitate efficient preparation, storage and delivery of food within ACM kitchens and food and beverage outlets.

Type	Casual
Reports to	Sous Chef
Direct Reports	None
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 1.0
Key Relationships	<i>Internal:</i> Food and Beverage team, Visitor Services team, Kitchen team <i>External:</i> Suppliers
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Customer Experience Employee under the ACM Enterprise Agreement 2022 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	January 2024

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Experience in a similar role within a dynamic environment
- Ability to adapt to a changing and high paced environment
- Understanding of Food Safety Standards

Desirable

- Relevant Tertiary/TAFE Cookery Qualifications

Your skills and attributes

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

In the role you will

Accountabilities:

- Work with the Kitchen team to produce innovative products, reflective of the season and Victorian produce
- As directed by the team ensure all food safety procedures are followed and paperwork is completed
- As directed by the Sous Chef complete food safety audits
- Have a clear understanding of the brand elements, including food focus and importance of product knowledge
- Assist with the management of cost of goods for the through careful management of waste and effective stock rotation
- Identify risks in the workplace and implement reporting procedures with a focus towards OHS improvements in safer work practice
- Deliver quality food to a high standard in tight timeframes
- Work to established standard recipes
- Standard tasks include; preparing function platters, reheating food, delivering food to outlets, preparing and serving food.

Working environment/physical requirements:

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

You demonstrate our values

- Leadership
- Creativity
- Accountability
- Equity & Inclusion