

COMMIS CHEF

Position Description

The Business Unit

The Food and Beverage team sits within the Customer Experience Pillar and is responsible for the service and delivery of all food and beverage related activity in Arts Centre Melbourne including the Theatres building, Hamer Hall and Sidney Myer Music Bowl. The business unit is focused on delivering exceptional customer service and innovative cuisine across all venues and function spaces in keeping with Arts Centre Melbourne standards.

The Role

Drive and develop the operational performance of Arts Centre Melbourne's kitchen in line with the overall strategy; generating revenue growth and achieving increased customer satisfaction.

Type	Casual
Reports to	Executive chef or their delegate
Direct Reports	-
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 1.2
Key Relationships	<i>Internal:</i> Food and Beverage, Marketing, Finance, IT, Facilities and Ticketing and Visitor Experience. <i>External:</i> ACM customers, external suppliers, industry professionals.
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Food and Beverage Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	August 2019

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

- Relevant tertiary/TAFE qualification and/or experience.

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.
- Previous experience in a similar role within a similar environment is desirable
- Team player with excellent communication and interpersonal skills

- A high level of energy and demonstrated flexibility
- Enthusiasm and passion for food
- Self-motivated and highly organised

In the role you will

Accountabilities:

- Prepare and present food to ACM standards, provide functional assistance in the operation of the kitchen and continue to develop and build on effective cookery and team skills;
- Perform the smooth running of service sessions when on duty with special care for speed and quality;
- Assist with day-to-day operations of the kitchen whilst ensuring high standards are achieved at all times;
- Use standard recipes, including photographic presentation, of all menu items in food outlets;
- Maintain quality control, including tasting and examining food, for outgoing meals and incoming produce according to specification;
- Complete opening and closing checklists;
- Prepare mise en place according to lists and function sheets;
- Actively pursue cost saving measures by minimising wastage and recycling where possible;
- Check rosters daily at the end of shift for any changes which may have occurred. Ensure effective shift hand-overs.
- Assist in maintaining high levels of kitchen cleanliness and hygiene in accordance with organisational standards;
- Requisition of stock items on an as- needs basis;
- Interact with all departments in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two way communication;
- Report all incidents within 24 hours;
- Ensure all Food & Beverage outlets within Arts Centre Melbourne comply with all HS&E, HACCAP.

Decision making:

- Be under supervision of the Executive Chef or their delegate in providing exceptional customer service

Working environment/physical requirements:

- 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 2018.
- Walking and using stairs
- Standing for extended periods
- Manual handling/lifting

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.