PORT ARTHUR HISTORIC SITES

STATEMENT OF DUTIES

Cook

Award:	*Port Arthur Historic Site Management Authority Award*
Classification:	General Stream Band 2
Employment Status:	Fixed Term Employment Register - Part-time/Casual
Location:	Port Arthur Historic Site
Department:	Tourism Operations

Position Objective:

To provide support to the Chef by undertaking general cookery, preparation and presentation of food within the food and beverage outlets at the Port Arthur Historic Site

Assigned Primary Duties:

- Undertake general cookery, preparation and presentation of quality food within existing operational guidelines, systems and processes
- Assist in undertaking efficient and effective back of house operations while ensuring a high standard of product presentation
- Actively assist the Chef with maintaining a high standard of cleanliness and hygiene in the kitchen and assist in maintaining kitchen equipment and tools
- Actively participate in the ongoing improvement of the operation with excellent customer service by maintaining and contributing to the team focus, leading by example and providing encouragement and support to less experienced Food & Beverage employees
- Promote and maintain PAHSMA's Vision, Purpose and Values in all contact with visitors and colleagues
- Actively participate in and contribute to PAHSMA's Work Health and Safety processes
- Perform any other assigned duties at the classification level that are within the employee's competence and training

Responsibilities:

The Cook is responsible for providing support to the Chef in the preparation, cooking and presentation of food within the food and beverage outlets at the Port Arthur Historic Site by maintaining the high quality product that is required by PAHSMA including compliance with food safety standards. The incumbent is expected to use independent decision-making and initiative regarding the planning and completion of tasks and achievement of outcomes. The incumbent is responsible for attendance to duties in a cooperative and professional manner, participation in regular team meetings and maintenance of a cohesive team structure, compliance with PAHSMA policies and procedures and for showing diligence in punctuality and attendance.

Regular liaison is required with other team members, internal and external stakeholders and the incumbent is expected to be courteous and well presented at all times. The incumbent is also responsible for appropriate use of tools, equipment and resources.

The incumbent has a responsibility to demonstrate willingness to participate in staff development activities and to continue to update knowledge and skills associated with their employment at PAHSMA.

Positions at this level involve the following Work Health & Safety (WHS) responsibilities:

- Exercise reasonable care in the performance of duties consistent with WHS legislation, policies and procedures
- Maintain standards of hygiene for food and beverage handling and presentation as prescribed by Municipal Council and HACCP regulations
- Report hazards and document all accidents/incidents
- Awareness of procedures contained in the Emergency Management Plan and the actions it identifies for this position

Direction/supervision received:

The Cook reports to the Head Chef. The incumbent is required to exercise judgement in the choice of work methods, in prioritising tasks and in the application of skill in selecting the appropriate course of action. Independent decision making and initiative regarding the planning and completion of tasks and achievement of outcomes is expected to increase with experience in the role.

The incumbent is empowered to take any action necessary to provide outstanding customer service and resolve customer complaints within the guidelines set by the Director Tourism Operations.

Vaccinations/Health Surveillance:

The following is recommended for this position:

Nil

Knowledge and Skills (Selection Criteria)

1. Demonstrated knowledge and skills in the delivery of food and beverage products and service, food safety, basic food preparation and cooking, and some knowledge of product pricing and wastage
2. Experience in the operation, cleaning and maintenance of tools, plant and equipment associated with a commercial kitchen
3. Good communication and interpersonal skills with the ability to interact with other team members in a courteous and clear manner
4. Good organisational skills as well as the ability be adaptable and flexible, manage variable workloads and to prioritise work in order to meet deadlines
5. Demonstrated capacity to understand and solve problems by referring to established procedures and to make timely and accurate decisions relating to all duties
6. Awareness of Work Health and Safety issues

Qualifications and Requirements:

Essential:

Nil

Desirable:

- Certificate II in Hospitality (Kitchen Operations)

Working Environment:

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state and national level. They are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world. All PAHSMA employees have a responsibility to ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage and to comply with the direction of the *Port Arthur Historic Site Management Authority Act 1987* and the *Port Arthur Historic Sites Statutory Management Plan 2008*.

The Port Arthur Historic Site Management Authority is committed to high standards of performance in relation to Work Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise, promote and uphold the principle of

fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

The Port Arthur Historic Site Management Authority is a smoke-free working environment and, as such, smoking is prohibited in the workplace including the historic site's grounds and vehicles.

The working environment of the Port Arthur Historic Site Management Authority is governed by:

State Service Principles

The State Service Principles (the Principles) are contained in section 7(1) of the *State Service Act 2000*. Section 8 of the Act requires Heads of Agency to uphold, promote and comply with the Principles and section 9(13) of the Act requires employees to behave at all times in a way that upholds the Principles. The Principles are a core element of the State Service and represent the minimum responsibilities of officers and employees. Employees should familiarise themselves with the Principles and must work to ensure the Principles are embedded into the culture of the Authority and that the Principles are applied to all Authority decision-making and activities

Our Vision:

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences.

Our Purpose

To conserve and enhance the heritage values of our world heritage convict sites and to share the stories of these places and the people connected to them.

Our Values



Unity – we work as one to achieve PAHSMA's Vision and Purpose

People Matter – we acknowledge and show respect to our people – past, present and future

Accountability – we hold ourselves, and each other, accountable for our actions and behaviours

Passion and Pride – we are committed to being world class

Code of Conduct

The State Service Code of Conduct (the Code) is contained in section 9 of the *State Service Act 2000*. It complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service. The Chief Executive Officer of the Port Arthur Historic Site Management Authority has

legislative authority to investigate an allegation of a breach of the Code and to impose a sanction where a breach has been determined.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Commissioner's website at www.dpac.tas.gov.au/divisions/ssmo/employment_directions .

Carol Armstrong
Human Resources Manager

Stephen Large
Chief Executive Officer

Certified Correct
Date / /2018

Approved / Not approved
Date / /2018