

## Chef de Partie

### Position Description

### Customer Experience

#### Food & Beverage - Kitchen Team

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

Work within the kitchen team as Chef De Partie and deliver high quality food to a consistently high standard to all Food and Beverage (F&B) outlets including events, restaurants, and cafes.

Leads, motivates and inspires a high performing F&B kitchen team to deliver on Arts Centre Melbourne's strategic goals and functional tasks.

Type	Full Time
Reports to	Executive Chef
Direct Reports	Kitchen Sous chef
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.1
Key Relationships	<i>Internal: Events , C&amp;E and Front of house team</i> <i>External: Customers, Events team.</i>
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) You will hold a fully qualified Cert 3 in commercial cookery certificate You will hold a valid Food safety certificate
Last Reviewed	April 2022

## 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** – work within the team, support and creation of strategic options.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – follow the procedures, outlet standard, and recipes. Also 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
- **Respectful** – works well under pressure , communicate well , honest and courteous
- **Reliable** – have a to do attitude , complete work task and support the kitchen team to get their work task completed irrespective of the department in the kitchen

- **Training and development** – have ongoing training and self-development whiles sharing your skills and knowledge within the team
- **HACCP** – good understanding of food safety procedures which must be followed and complied too.
- **Safety** – standard health and safety must have good knowledge and understanding of OHS

## Your qualifications and experience

- Certificate III in Commercial Cookery
- Food Safety Handling Certificate
- Previous experience in hotel restaurant or catering environment
- Experience in managing commercial kitchen brigades in a large to medium food operation

## Your skills and attributes

- Proven ability to work in a high pressure and fast-paced environment
- Demonstrated experience in a similar environment i.e. hotel
- Knowledge of food costing/budgeting and cost control
- Excellent verbal and written communication skills with an enthusiastic approach to training and developing team members
- Demonstrated passion for creating high standards of excellence in food preparation and presentation

## In the role you will

### Accountabilities:

- Being able to produce food to recipe standards and consistent quality, taste and appearance
- Support and follow management, strategic planning.
- Embrace change management, coordination, customer service, policy formulation, budgeting, advisory services,
- Be creative and develop new skills
- Be accountable for your daily food production
- Create new innovative food offerings, maintain cuisine concepts and consistent standards of excellence for food preparation and presentation
- Actively contribute to culinary creativity and menu planning
- Consistently deliver high quality food within tight timeframes
- Foster effective communication and cooperation amongst team members
- Demonstrated knowledge managing cost of goods within the kitchen through careful management of purchases, minimal wastage and effective stock rotation

### Decision making:

- The incumbent will perform their duties as directed and within given guidelines.
- Whilst working unsupervised the Chef de Partie is expected to operate with a level of autonomy.

### Systems:

- Use Recipe system Eatec
- Use Food Safety Management system
- Able to use Tumble
- Microsoft Office suite.

### Working environment/physical requirements:

- Work in within the F&B kitchens
- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Potentially work in an underground kitchen 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.
- Arts Centre Melbourne is a multi-level food operation and requires the incumbent to navigate between food & beverage outlets
- May require flexibility to work weekends, public holidays, late nights and early shifts

## You demonstrate our values

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

