



## Position description

Title:	<b>Chef</b>
Group/Branch:	Visitor Experience - Commercial
Status:	Casual
Location:	Puffing Billy Lakeside Visitors Centre – Emerald Lake Park
Reports to:	Head Chef of delegate
Direct Reports:	Lakeside Visitors Center Kitchen staff when on duty in absence more senior staff
Hours/Days of Work:	As rostered
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and periodic checks as per policy Completed Category 3 ational Standard for Helath Assessment of Rail Safety Workers

### Job Purpose

Working under the direction of the Head Chef this role will support a range of responsibilities including but not limited to, providing culinary creation, support and direction for the café, functions and retail catering at Puffing Billy Railway.

### Key Duties & Responsibilities

- Food preparation and support kitchen staff in culinary outputs
- Support the Head Chef to motivate and support other kitchen members in a collegiate and positive manner
- Provide coverage when other kitchen staff are unavailable
- Support to Special Events catering as required
- As directed, support the financial accountability of the kitchen for meeting the cost of goods, kitchen labour and expense targets within the agreed parameters at all outlets as set by the Head Chef
- Assist with the review, monitoring and recommendations to enhance culinary standards and the professionalism of PBR kitchens
- When on shift, accountable for the provision of consistent quality of service and product in the outlets.
- Lead by example when attending to guest requests. Show efficiency in constantly striving to provide total customer satisfaction.
- Practice positive problem-solving in all aspects of customer service when Head Chef or Sous Chef are not available.
- Treat visitors and colleagues from all cultural groups with respect, sensitivity, and transparency.
- Encourage customer feedback regarding product and services. Listen to and take action on this feedback.

### General Responsibilities

- Assist in creating and supporting a team that works together with trust and takes responsibility to meet the goals of the department.
- Be fully conversant with the fire and emergency evacuation procedures.
- Report any loss or damage to PBR, visitors or staff assets on the appropriate incident report form.
- May have direct contact with children and will be required to follow all appropriate policies



- Maintain a Child Safe environment including reporting responsibilities and procedures
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Maintain behaviours in line with company values and demonstrate leadership in behaviours to your team at all times
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested by the Commercial Manager or the Group Manager Visitor Experience

### Key Competencies

- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Strong organisational skills, with ability to prioritise and follow-through
- A thorough commitment to providing exceptional service and exceeding guest expectations
- Ability to handle and resolve conflict effectively
- Projects a professional image through personal presentation / interpersonal skills
- Maintains awareness of industry trends in service, product, and presentation
- Effective numeracy, verbal, and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures

### Qualifications & Experience Required

- Relevant Kitchen qualifications
- Knowledge of the Tourism and Hospitality industry preferred
- Food Supervisor certificate or equivalent preferred
- Current motor vehicle driver's licence (manual preferred)
- Responsible Service of Alcohol certificate
- First Aid Certificate or willing to obtain

### Key Relationships

- PBR staff, volunteers, and visitors.
- External stakeholders including elected officers and senior management in public and private organisations
- External suppliers

### Health & Safety

Managers and supervisors and senior staff in a kitchen environment have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Encourage early reporting of incidents and forward information to RTW Coordinators immediately
- Assist with initiating an early return to work on suitable duties after a workplace injury
- Access sources of OHS information and systematically disseminate information to all employees.
- Ensure that employees including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Develop safe work procedures as required and ensure adherence to procedures.
- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.



- Ensure all plant and equipment is properly maintained
- Maintain relevant knowledge of OHS issues.
- Act as a role model by demonstrating safe work behaviours.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> <li>• Manual handling task (0 – 10kg)</li> <li>• Standing for long periods</li> </ul>	<ul style="list-style-type: none"> <li>• Hand/arm movement i.e. clasping, reaching.</li> <li>• Walking on uneven surfaces.</li> <li>• Responsibility for others safety.</li> <li>• Gripping, holding, clasping with fingers/hands</li> <li>• Working with heat</li> </ul>

### Additional Notes

- Weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safety and Wellbeing Policy and Child Safe and Wellbeing Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

### Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee Name		Employee Signature		Date	
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Approved By:	Group Manager Visitor Experience	Date:	November 2023
Last Updated By:	People and Culture	Date:	November 2023



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

**Our Children, Our Focus, Our Future, Speak Up!**