

Position: Catering Assistant

Location: Panorama

Department: Bedford Hospitality

Responsible To: Kitchen Supervisor Bedford Catering

Responsible For Food preparation and service meeting HACCP guide lines for the Bedford Catering. Assist in the provision of training and supervision to employees, supported staff and work experience people. To ensure all food is prepared within budget and agreed timeframes following agreed menu's and standard recipes.

Position Purpose Assist Kitchen Supervisor Bedford Catering to supervise and train employees in all aspects of food preparation and customer service, maintain HACCP and training documentation as required. Assist the Kitchen Supervisor Bedford Cafe when required with counter service at meal breaks, cash register reconciliation, developing menu's and formulating standard recipes. Assist the catering team as required.

Personal Attributes

You will:

- Have the ability to take direction and delegate tasks to others in a professional manner
- Be a mature minded individual with excellent interpersonal and organisational skills
- Be well presented, confident and able to develop rapport readily
- Be a team player, with a demonstrated capacity to show initiative and represent the organisation professionally and ethically

Key Challenges

The capacity to complete and supervise a number of duties at the same time.
The ability to work effectively within a variety of challenging situations, individuals and groups.

**Key Result Areas
(Selection Criteria)**

- Sound knowledge of OHS, particularly within hospitality
- Sound knowledge of HACCP, Food Safety regulations and legislation
- Ability to deliver a high standard for food preparation
- Sound money handling and record keeping skills
- Ability to use basic Microsoft Outlook, Word and Excel and other IT programmes
- Ability to effectively supervise and train others
- Strong organisational, time management and customer service skills

Key Responsibility Area (KRA) 1	OHS
Key Tasks:	Key Performance Indicator (KPI):
<ul style="list-style-type: none"> Understand corporate policies and provide guidance to fellow workers as required Undertake daily workplace checks on equipment and work areas and complete relevant documentation Report any OHS concerns and actively participate in OHS planning / SAG's Work safely, promote safety and be instrumental in the prevention of accidents in the work environment. 	<ul style="list-style-type: none"> Demonstrate compliance of procedures, ITP's, Audit results Checklists completed daily Hazard reports, SAG's minutes Safety stats, training records, team meeting minutes

Key Responsibility Area (KRA) 2	HACCP, Food ACT, Food Safety Standards
Key Tasks:	Key Performance Indicator (KPI):
<ul style="list-style-type: none"> Assist the Kitchen supervisors maintain food preparation checklists in line with departments HACCP plan, government regulations and legislation Update personal knowledge of legislative updates by researching and reading relevant handouts provided by senior supervisor Fill in various verification documents as required on a daily basis, supervise and train employees, supported staff and work experience people how to fill in HACCP forms Assist 	<ul style="list-style-type: none"> Verification documents Industry knowledge via demonstrated skills Training sheets, verification documents

Key Responsibility Area (KRA) 3	Food Preparation Skills
Key Tasks:	Key Performance Indicator (KPI):
<ul style="list-style-type: none"> Deliver consistent high quality products, following standard recipe specifications Assist the Kitchen supervisors to operate the department within budget and profit margins buy serving cost effective and nutritious meals Assist the Kitchen supervisors maintain stock levels of raw materials and prepared food and place as well as complete orders as directed 	<ul style="list-style-type: none"> Customer feedback P&L, customer feedback Training sheets Stock levels, customer feedback

Key Responsibility Area (KRA) 4	Money Handling, Record Keeping	
Key Tasks:		Key Performance Indicator (KPI):
<ul style="list-style-type: none"> • Use and be able to assist employees, supported staff and work experience people in the use of cash registers. • Assist with money reconciliation as required • Complete verification records as required on a daily basis 		<ul style="list-style-type: none"> • Training sheets • Bank sheets, feedback • Completed forms, audit results
Key Responsibility Area (KRA) 5	Basic Computer skills	
Key Tasks:		Key Performance Indicator (KPI):
<ul style="list-style-type: none"> • Access email on a weekly basis 		<ul style="list-style-type: none"> • Receipt of messages
Key Responsibility Area (KRA) 7	Organisational, time management and customer service	
Key Tasks:		Key Performance Indicator (KPI):
<ul style="list-style-type: none"> • Manage time by ensuring food requirements are prepared in line with deadlines 		<ul style="list-style-type: none"> • Customer feedback, food presentation • Stock levels, customer feedback

JOB REQUIREMENTS

- Actively support Bedford's Mission, Vision and values;
- Positively and constructively represent Bedford to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with all Bedford policies and procedures;
- To help ensure the health, safety and welfare of all at Bedford;
- Follow reasonable directions given by Bedford in relation to Occupational Health and Safety.

SKILLS/COMPETENCY REQUIREMENTS/QUALIFICATIONS

Essential

- Sound understanding OHS legislation, in particularly relating to the management of hazards
- Sound understanding of HACCP, Food Act, Food standards
- Previous experience cooking in a commercial environment
- A creative approach to food preparation
- Ability to work in a team environment
- Ability to work unsupervised
- Hold a class C driver's license
- Well developed communication and interpersonal skills, reflecting a caring, tolerant, and empathetic approach to people, in line with "Duty of Care" requirements

Desirable

- Formal qualifications in food handling e.g. Commercial cookery
- Supervisory/ training experience
- Hold a responsible persons license for the service of alcohol
- Well developed written and verbal communication skills
- Computer skills i.e. email, word processing, spreadsheets, and databases; (desirable)
- Certificate 3 in Disability Studies (desirable)
- Basic knowledge of various quality management systems including ISO 9001, Disability Services Standards, Service Excellence Framework, and OHS and how they may impact on Bedford policies and systems

CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position.

LINE MANAGER

Signature:

Date:

SENIOR MANAGER:

Signature:

Date:

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:

- This Position Description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me, after discussion. Where additional training or support is required to fulfil additional or other duties of a similar level of responsibility it will be provided.
- The Position Description will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPI's), where included in this document, are indicative KPI's will be set by Bedford, discussion with me, for each year (or other set period) and my performance will be reviewed against those KPI's.

OCCUPANT

Name:

Signature:

Date:
