

Position Description

Title	Chef de Partie	Date Prepared	1.6.26
Reports to	Head Chef	Approved by	HR

RESPONSIBILITY STATEMENT

The position of CDP Chef within the business of TWG requires strong knowledge of food trends and organisational skills. The Chef will manage the quality and standard of food, food cost, and assist in the day-to-day operation of the kitchen and associated functions. Your efforts will support the TWG team and business to meet and exceed the expectations of our clients and achieve the business objectives of the organisation.

KEY RESPONSIBILITIES

Client Relationships

You will develop a close working knowledge of our client's organisation to understand their business needs. You will develop and implement strategies to meet client service requirements, providing regular feedback to key client contacts and maintaining a dynamic and committed continuous improvement approach. You will maximise opportunities to reinforce TWG / EY's valued added service capability and build positive client relationships and customer loyalty.

- ✓ Establishes and sustains a productive relationship with key client contacts through day-to-day contact.
- ✓ Actively represents TWG as a professional, responsive and committed partner to the success and continuous improvement of the contract.
- ✓ Is available to the client to discuss in an open and collaborative manner any concerning issues and takes ownership over ensuring solutions are promptly actioned.
- ✓ Communicates effectively with clients to foster an environment of trust and in a manner, which promotes understanding of effective work outcomes.

General Duties

- ✓ Liaise with the Supervisor daily ensuring that all requests for catering are managed in a timely manner, responding to quotation requests and provide delivery of Catering.
- ✓ Ensure that kitchen staff adhere to the correct methods of food preparation (recipes etc).
- ✓ Maintain sufficient levels of menu items throughout the days service times.
- ✓ Adhere to correct holding temperatures and monitor throughout the day's trade.
- ✓ Ensure a forward-thinking approach to production schedules, considering unanticipated staff absences that may affect the level of service.
- ✓ Assist with receiving goods being delivered on any given day.
- ✓ Ensure that all menu options are available as per the contractual agreement daily.
- ✓ Ensure all paperwork is completed accurately and on time adhering to company policies and procedures.
- ✓ Maintain and comply with company policies and procedures.
- ✓ Identify opportunities for self-development and continuous improvement.
- ✓ Maintain all Company standards in line with the contract of employment;
- ✓ Maintain records and reports as required.
- ✓ Attend training courses/meetings as required.
- ✓ Market, promote and generate business for TWG.

Food Safety

- ✓ Ensures food delivery, transportation, storage, handling and service adheres to legislative food safety guidelines as they relate to temperature control, stock rotation, packaging, labelling and cleanliness.

- ✓ Ensures temperature monitoring occurs at delivery and service points; completes all required records and maintains accessible and orderly files, in accordance with legislative and company requirements

Operation of Equipment and Maintenance

- ✓ Ensures all machinery and equipment is operated according to safe work procedures and is effectively maintained.
- ✓ Machinery / equipment are operated following safe work procedures.
- ✓ All machinery / equipment is cleaned and sanitised daily, or in accordance with manufacturer's specifications.
- ✓ All equipment / machinery is secure and turned off at end of trading period.
- ✓ Correct chemicals are used on all food preparation areas and kitchen equipment;"
- ✓ Adequate rubbish removal from kitchen to specific areas.
- ✓ Kitchen cleaning duties are carried out as per cleaning schedule.
- ✓ Equipment is maintained to ensure safe and effective operation.

Storage of Food / Dry Good Items

- ✓ Ensure all food items must be stored to avoid cross contamination using the correct manual handling technique
- ✓ Ensure correct rotation of stock
- ✓ Stock and maintain counter and merchandise set up and display prior to service
- ✓ Be aware of correct holding temperatures for perishable food items
- ✓ Notify supervisor of potential low stock items

Clean Up and Area Maintenance

- ✓ Ensure all counter area and / or food preparation areas must be cleaned and sanitised at the end of day's trade adhering to food health and safety standards.
- ✓ Cleaning merchandising coffee stations and drink fridges
- ✓ Dishwashing and stacking crockery
- ✓ Use correct chemicals on food preparation areas and kitchen equipment
- ✓ Follow cleaning schedule
- ✓ Maintain clean and sanitised service area and equipment
- ✓ Sweep and mop floors

Hygiene and Cleanliness

- ✓ Delivered in line with state and federal legislation and company policy
- ✓ Self and team adhere to TWG grooming policy.

WH & S Policies and Procedures

- ✓ Understanding and comply with company WH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.
- ✓ Attend Toolbox Meetings.
- ✓ Knowledge of evacuation procedures.
- ✓ Ensure all team members have completed safety induction both on-line and classroom-based training

KEY RELATIONSHIPS

External

- ✓ EY client and other key stake holders from EY
- ✓ Clients and staff at EY
- ✓ Suppliers of TWG Catering

- ✓ Customers of TWG Catering

Internal

- ✓ Immediate team members
- ✓ Hospitality Experience Manager
- ✓ Head Chef
- ✓ Oceania Executive Chef
- ✓ Oceania Hospitality Manager
- ✓ Other staff of TWG Catering.

PERSONAL SPECIFICATIONS

Qualifications

Essential

- ✓ Higher school certificate or equivalent
- ✓ Commercial cookery qualification III level or above

COMPETENCIES

Skills

- ✓ Spoken communication: able to clearly present information through the spoken word
- ✓ Policy and procedure: able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures
- ✓ Written communication: able to write clearly, and effectively present ideas and to document activities; to read and interpret written information; construct letters.
- ✓ Organisation and planning: able to organise or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.

Knowledge

- ✓ Two years of applicable experience in similar business function.
- ✓ A strong understanding of the dynamics of a national organisation.
- ✓ Thorough understanding of food service, function & event organising and delivery, retail concepts, marketing, merchandising, promotion and advertising as it relates to a food business.
- ✓ Strong business acumen.

Behavioural Attributes

- ✓ Personal Effectiveness / Interaction – Self manages in accordance with the TWG Catering vision, demonstrates diplomacy when dealing challenging situations. Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWG Catering business objectives.
- ✓ Results Orientation / Execution – Particularly strong planning, organising and problem-solving skills. Demonstrated ability to handle multiple tasks simultaneously, with a sense of urgency. Practices continuous improvement by constantly reviewing processes and output to improve own deliverables.
- ✓ Balancing conflicting priorities – Identify and manage conflicting priorities.
- ✓ Resource Utilisation – Create and nurture networks of people within and outside TWG Catering to obtain information and resources required to ensure things are done.
- ✓ Facilitates change – Prepare and manage the impact of change on self and others, in order to capitalise on the opportunities that change provides.

COMPANY VALUES

TEAMWORK:

We recognise that by working together, with each other and with our customers, we can achieve more than by working individually. Supporting each other is vital to what we do. Our Shared sense of purpose enables us to deliver the best results.

RESPECT:

The core of our success relies on respect for each other and for our customers. We're open and honest in the way we communicate. Trust, fairness and integrity governs how we behave.

COURAGE:

We're always looking for better ways to do things. We're not afraid to develop new ways to provide better results for our customers. We face new challenges with confidence.

ACCOUNTABILITY:

We're known for getting on with the job and seeing it through to the end. Learning from our mistakes is what helps us to improve. We take our responsibilities seriously and act ethically at all times.

PERFORMANCE STANDARDS

Performance Standards will be measured based on the Key Result Areas list above, identifying levels of standards with a measurable outcome. Performance Standards will be discussed on the commencement of employment.

WORK ENVIRONMENT

Our catering service operates from our client premises at EY.

INDICATIVE HOURS

You will be given notice of all shifts, which can fall on any days of the week (Monday to Friday) and the times of work will be dependent on function requests.

PHYSICAL DEMANDS

To perform the essential functions of this role, you must be able to stand for the majority of your working shift, lift and carry food service items, move equipment, load and unload trolleys.

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: _____