



POSITION DESCRIPTION

JOB TITLE	Sous Chef
BUSINESS UNIT	UNE Life Food & Beverage outlets
REPORTING TO	Head Chef
LOCATION	Armidale
CLASSIFICATION	Hospitality Industry General Award 2020
DATE	September 2023

PURPOSE OF THE POSITION

With a focus on service excellence, the Sous Chef will contribute to the efficient and professional running of UNE Life kitchens, contributing to the achievement of UNE Life strategic objectives.

The Sous Chef, will work alongside the Head Chef and kitchen team to produce outstanding food in a dynamic environment across various outlets and venues. The role requires multi-skills which includes assisting with staff workflow, food preparation, production, and implementation of menus within budget guidelines. The Sous Chef will assist with daily kitchen operations, monitor inventory control including buying and replenishment of stock, product knowledge and service standards.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided into 5 business units, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.



- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Must provide exceptional customer service at all times, attending to all customers & stakeholders in a friendly and efficient manner;
2. Maintain quality and portion controls and monitor and manage wastage levels (to 1% of food sales), All wastage is to be recorded daily;
3. Maintain stock control and rotation – strict adherence to food handling and storage guidelines are a must. First in, first out stock rotation policy;
4. Prepare daily food to the standard required to meet UNE Life quality standards in the timeframes requested by Head Chef;
5. Assist with ordering of kitchen supplies as required and within UNE Life guidelines and purchasing procedures;
6. Assist with staff daily workflow – making sure all tasks are completed to the standard put in place by the Head Chef;
7. Assist with staff mentoring – provide guidance and a positive working environment;
8. Responsible for food storage areas under the direction of the Head Chef within the Food safety guidelines.

Note: *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

LEADERSHIP ACCOUNTABILITIES

1. Espouse UNE Life values.
2. Provide staff engendering teamwork and collaboration.
3. Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.



4. Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.
5. Contribute to the development of a culture of continuous improvement.
6. Develop and maintain effective relationships, alliances and networks within the community.

KEY RELATIONSHIPS

Direct Reports: In the absence of the Head Chef:

- Kitchen hands
- Apprentice Chefs
- Cooks
- Chefs

External Stakeholders

- Suppliers
- Customers
- Contractors, etc

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. Relevant tertiary qualifications and equivalent experience.
2. Proven commitment to delivering an excellent customer service & student experience.
3. Knowledge and demonstrable experience in complying with legislative obligations (including Safe Food Handling standards, Liquor Accord, OLGR).
4. Experience in delivering successful catering, including systems, procedures and controls.
5. Demonstrated experience in creative menu planning, design and costing.
6. Strong financial acumen and proven kitchen budget and food inventory management skills.
7. Up-to-date with culinary trends and optimised kitchen processes.
8. Knowledge of food allergies and diverse menu requests.
9. Outstanding communication and leadership skills.
10. Proven organisational skills including the ability to assess priority of task, manage workload and meet multiple (or conflicting) deadlines, ensuring the smooth running of the kitchen and optimising staff productivity.
11. A dynamic and motivated individual with an outgoing personality, and loads of initiative.
12. Must always be well presented, have a great work ethic and the ability to perform well under pressure.



13. A positive can-do attitude and the ability to work nights, weekends & public holidays.

SPECIAL REQUIREMENTS

1. Willingness to work weekends, nights and public holidays.
2. Responsible Service of Alcohol – maintain a current competency card.
3. Food Safety training.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

