



POSITION DESCRIPTION

JOB TITLE	Cook
BUSINESS UNIT	UNE Life Food & Beverage outlets
REPORTING TO	Head Chef
LOCATION	Armidale
CLASSIFICATION	Hospitality Industry General Award 2020 – Level 5, Grade 4
DATE	March 2024

PURPOSE OF THE POSITION

With a commitment to service excellence, the Cook plays a pivotal role in supporting the seamless and professional operation of UNE Life kitchens. This role demands a high standard of culinary skill and kitchen management to ensure that all food preparation meets UNE Life’s quality standards within specified timeframes.

The Cook is actively involved in all facets of kitchen operations, from daily food preparation to maintaining cleanliness and organization within the kitchen environment. By developing a thorough understanding of menu items and following precise recipe guidelines, the Cook helps ensure consistency and excellence in every dish served. This position also supports the Head Chef by managing workflow among kitchen staff, assisting with stock rotation, inventory management, and the ordering of supplies as needed.

In delivering these responsibilities, the Cook ensures that all customers and stakeholders are served with utmost professionalism and friendliness, upholding UNE Life’s reputation for high-quality dining experiences.

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. Provide exceptional customer service at all times, attending to all customers / stakeholders in a friendly and efficient manner.
2. Prepare daily food to the standard required to meet UNE Life quality standards in the timeframes requested by Head Chef.
3. Assist with maintaining all kitchens to ensure that premises are always clean and well maintained.
4. Develop a working understanding of dishes featured on the menu, in line with recipe cards supplied.
5. Assist with staff daily workflow making sure all tasks are completed to the standard put in place by the Head Chef.
6. Assist the Head Chef with stock rotations and alert them when stock items are low.
7. Assist the Head Chef with Stock take, inventory, packing stock away, stocking workstations and ordering when requested by Head Chef.

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.



KEY RELATIONSHIPS

Direct Reports:

- N/A
- External Stakeholders
N/A

Internal Stakeholders:

- UNE Colleagues
- UNE Life Colleagues

SELECTION CRITERIA

1. Proven experience as a cook.
2. Proven commitment to delivering an excellent customer service experience.
3. Knowledge and demonstrable experience in complying with legislative obligations including Safe Food Handling standards.
4. Demonstrated interpersonal, negotiation, listening and communication skills with the ability to develop and maintain networks and contacts and relate to stakeholders from diverse backgrounds.
5. Demonstrated ability to be flexible, to work proactively and cooperatively in a small team and to build productive working relationships.
6. Effective time management skills – able to work within time constraints and prioritise tasks according to kitchen needs.
7. Awareness of WHS, Safe work procedures and safe food handling processes.
8. A dynamic and motivated individual with an outgoing personality and loads of initiative.
9. Must always be well presented, have a great work ethic and the ability to perform well under pressure.
10. A positive can-do attitude and the ability to work nights, weekends & public holidays.

SPECIAL REQUIREMENTS

1. Food Safety training.
2. Current Drivers Licence and the ability to drive between sites as required.

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			

