

POSITION DESCRIPTION

JOB TITLE	Kitchenhand
BUSINESS UNIT	UNE Life Food & Beverage outlets
REPORTING TO	Head Chef
LOCATION	Armidale
CLASSIFICATION	Hospitality Industry General Award 2020
DATE	January 2025

PURPOSE OF THE POSITION

With a focus on service excellence, the Kitchenhand will contribute to the efficient operation of the kitchens of UNE Life food outlets which contributes to the achievement of UNE Life strategic objectives, under the guidance of the Head Chef, primarily assisting in the preparation of food, cooking and maintaining a clean kitchen.

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 across six focus areas, 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.
- Health – includes UNE Healthcare Centre and UNE Life Health

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. Cleaning general utensils and kitchen equipment as well as general kitchen cleaning after food service;
2. Maintaining order and cleanliness of the kitchen, food preparation areas and service areas based on industry and company standards;
3. Ensure food and beverage areas are stocked and ready for trade commencement, and all food is stored appropriately within the standard guidelines;
4. Develop a working knowledge of dishes featured on the menu;
5. Under instruction from the Head Chef, ensure food is prepared as required, in a timely manner;
6. When required, cook food under the direction of the Head Chef;
7. Advise the Head Chef of any needs for kitchen equipment, e.g. servicing, repairs etc;
8. Comply with the requirements of NSW Work Health and Safety (WH&S) legislation and related WH&S responsibilities and procedures developed by UNE Life;
9. Any other duties required by the 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

- Suppliers
- Contractors

Internal Stakeholders:

- UNE Life Colleagues
- UNE Colleagues

SELECTION CRITERIA

1. Demonstrated relevant experience of kitchen operations.
2. Ability to work on your own and as part of a team.
3. Demonstrated ability to harness technology to improve service delivery.
4. Effective time management skills – able to work within time constraints and prioritise tasks according to kitchen needs.
5. Ability to use standard IT packages – Microsoft Outlook, Word and Excel as well as the ability to learn any specific software such as a time and attendance package.
6. Knowledge and demonstrable experience in complying with legislative obligations including Safe Food Handling standards
7. A dynamic and motivated individual with an outgoing personality and loads of initiative.
8. Must always be well presented, have a great work ethic and the ability to perform well under pressure.
9. A positive can-do attitude and the ability to work nights, weekends & public holidays.

SPECIAL REQUIREMENTS

1. Maintain a Food Safety Certificate

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			

