



Position Description

Position Title: Sous Chef	Classification: Level D
Faculty/School/Office: Food and Beverage Department, Campus Life	Date Position Classified/Updated: September 2024

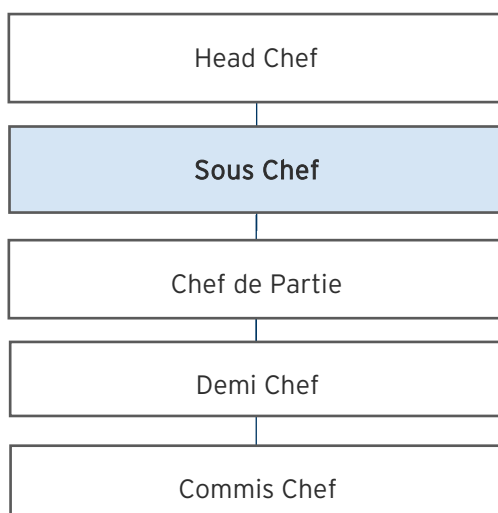
Purpose of the Position:

This role reports to and deputises for the Head Chef in their absence and is responsible for the supervision of kitchen and stewarding operations within the food and beverage division. You are responsible for the preparation and provision of quality to food, menu innovation, creation and product engineering to ensure all requirements are achieved. You will also be accountable for cost of goods, quality and portion control and managing the labour cost of the kitchen staff plus development, training and mentoring of staff. In addition, you will be responsible for the food preparation areas presentation upkeep and reporting of any maintenance issues. One of the key requirements is the adherence to FSANZ regulations in regard to food handling and hygiene standards. You will develop, implement and maintain product standards to ensure guest satisfaction remains a top priority.

Your professional and personal contribution to making the operation one known for its quality and variety of food for students and guests to enjoy professional effective service, great product selection and pleasant safe surroundings and that Bond University complies with State and Federal legislation for WH&S and health and hygiene.

Reporting Relationship:

This position reports to the Head Chef and has the following direct reports:



Selection Criteria:

- Completed an apprenticeship and trade certificate, alongside a Diploma in Commercial Cookery or equivalent, with at least 5 years of experience in a high-volume commercial kitchen environment.
- Proven ability to innovate in menu development and retail food concepts.
- Excellent verbal and written communication abilities for effective collaboration and stakeholder engagement.
- Demonstrated expertise in financial management, budgeting, and inventory control to optimise operational efficiency.
- Strong leadership skills with experience in mentoring, training, and fostering a collaborative team environment.
- A strong commitment to delivering exceptional customer service and enhancing guest experiences.
- Strong time management skills and ability to manage multiple tasks under pressure.
- Comprehensive knowledge and application of Hazard Analysis Critical Control Point (HACCP) for maintaining high food safety standards.

Desirable Criteria:

- Certificate IV in Training and Assessment or equivalent
- Working knowledge of Federal, State and local regulations for responsible service of alcohol and Workplace Health and Safety.

Competency	Responsibility
Kitchen Management	<ul style="list-style-type: none"> • Ensure that kitchen staff deliver exceptional product and service that is timely, efficient, friendly and meets the guests always needs (internal and external) • Recognise situations and potential problems, which may become difficult, rectify immediately or be ready to act in order to alleviate. • Ensure all interactions with staff and guests are friendly, professional, courteous • Seek opportunities to enhance quality of food and service to staff and guests and to act on those opportunities in a timely manner by assisting in the development and implementation of improvements in food selection variety and preparation methods. • Ensure consistency and excellence in food preparation, presentation and menu planning across all kitchen staff • Utilise strong time management skills to provide timely and efficient service, contributing to exceptional guest experience.
Supervision	<ul style="list-style-type: none"> • Provide leadership, supervision, training and mentoring of cooks and kitchen employees • Support Head Chef in running and coordination of all kitchen employees and activities across all outlets to ensure high quality service delivery. • Supervise/organise events and outlets • Undertake and complete Performance Management and Reviews as required and in alignment with policy. • Support Head Chef in resolving staffing concerns and grievances
Operational Performance	<ul style="list-style-type: none"> • Ensure steps are taken to run an efficient operation noting high and safe capacities, friendly guest service and overall excellence in food and beverage experience at all times. • Prepare and maintain all maintenance requests and incident reports • Collect operational data, daily operation summaries and maintenance problems.

	<ul style="list-style-type: none"> • Be pro-active in addressing identified incidents and potential hazards, and effectively respond to emergency and special situations which may affect equipment, guests and or staff. • Ensure the facilities and equipment is maintained to the highest level of cleanliness and hygiene standards. • To manage and resolve workplace conflict issues within the team reporting and advising the Head Chef as required. • Accurately and effectively respond to emergency and special situations involving equipment, staff and guests. • Maintain all company policies in relation to safety, service, cleanliness, efficiency and presentation. • Assist in recruitment activities and training programs for the team to meet high quality standards. • Actively participate and contribute to team meetings as required. • Ensure all Federal, State and Local regulations are adhered to in relation to food handling, responsible service of alcohol and Workplace Health and Safety. • Ensure correct food and beverage handling procedures are implemented and quality, quantity and correct service standards are maintained consistently. • Ensure all staff delivers products in an efficient and timely manner to predetermined standards. Adhere to recognised service procedures to support total guest satisfaction.
Communication	<ul style="list-style-type: none"> • Advise staff on policies and procedures applying to the workplace and department specifics. • Ensure strategies for implementation of policies and procedures are communicated effectively. • Report on effectiveness of Food and Beverage division as a whole offering expertise to assist in further improvements. • Build interpersonal skills and team building relationships. • Provide leadership, coaching and development for staff in Guest service and Health and safety practices. • Product knowledge and preparation • Standardised preparation and presentation • Equipment use and care and financial awareness
Financial Management	<ul style="list-style-type: none"> • Prepare rosters in line with budgetary constraints, Collective agreement conditions and relevant award provisions. • Be responsible for the cost of food and liaise closely with the purchasing manager to ensure best product at best price is always achieved • Implement cost-effective menu planning and resource management strategies to maximise kitchen efficiency and minimise waste. • Ensure adherence to stock control procedures and budgetary constraints, contributing to the financial sustainability of kitchen operations.
Team Building	<ul style="list-style-type: none"> • Lead a positive team culture by mentoring and developing kitchen staff, promoting teamwork and collaboration • Resolving staff concerns proactively supporting effective conflict resolution and fostering a productive working environment. • Maximise opportunities to build team relationships and enhance communications.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.

Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.