

Role Description

Cook - Food Safety Supervisor



Department of Primary Industries
and Regional Development

Portfolio	Primary Industries and Regional Development
Department	Department of Primary Industries and Regional Development
Group/Division/Branch	Agriculture & Biosecurity / Agriculture / Education
Location	Paterson
Classification/Grade/Band	DSO Lv1-3
ANZSCO Code	351411
PCAT Code	1119192
Date of Approval	October 2024
Agency Website	www.dpird.nsw.gov.au

Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Fisheries and Forestry; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

Primary purpose of the role

Supervise and provide catering services across the Centre for residential full time and part time students, a range of internal and external Departmental clients, service and community groups and other organisations and stakeholders using the facilities of the CB Alexander Campus.

Key accountabilities

- Provide instruction, supervision and training to kitchen hands to enable completion of daily tasks.
- Undertake kitchen administration, including staff rosters, menu development, monitoring of stock levels and ordering of supplies to meet daily production requirements.
- Prepare and provide all meals including morning and afternoon teas to students, clients and guests as required, ensuring food safety standards are met using a range of technologies.
- Prepare Meals On Wheels meals as required.
- Maintain kitchen hygiene, assist cooks with the preparation of ingredients for meals, record meal temperatures and temperatures of cool rooms to meet food safety standards, clear tables and wash crockery / cutlery, maintain accurate records of meals served to enable client invoicing where appropriate.

- Act as a first point of contact to requests for catering and communicate with students and other residential users to ensure customer satisfaction. Collaborate with other domestic staff and Manager to ensure that all areas are serviced or prepared for visiting clients.

Key challenges

- Monitoring the preparation of meals to ensure that all special dietary requirements are met.
- Monitoring of kitchen environment to ensure all food safety requirements are met and health and hygiene standards are maintained through cleanliness of the cooking facility.
- Monitoring HACCP process to ensure food stock rotation is adhered to using a first in first out process, and safe storage of cooked and uncooked ingredients in cool rooms.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities • Report breaches in behaviour and rules.
Domestic Staff / team members	<ul style="list-style-type: none"> • Part of a team committed to a high level of customer service that contributes to effective and efficient operations across the Centre • Share information and discuss solutions to problems with colleagues. • Work in conjunction with team member at same level.
Branch Colleagues and other Departmental colleagues	<ul style="list-style-type: none"> • Work collaboratively to achieve business outcomes • Liaise with key functional areas across the department to receive and exchange information to fulfil all requirements.

External

Who	Why
Clients / Customers / Students	<ul style="list-style-type: none"> • Act as first point of contact and provide support and assistance in responding to requests.

Decision making

- Most decisions will be made in consultation with the Manager and the priorities of the role will generally be set by coming events.
- Required to set their own priorities in order to complete their scheduled tasks within the time frame allowed; and identify WHS issues and deal with as appropriate.
- Carries out set tasks but seeks assistance for duties beyond this.

Reporting line

Accommodation Services Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Certificate IV in Commercial Cookery or demonstrated equivalent experience in a similar role
- Food Safety Supervisors Certificate and knowledge of food safety practices
- Experience in staff supervision and rostering
- Experience in menu planning and procurement of provisions
- Knowledge of Health and Hygiene procedures
- Experience in catering for large numbers is desirable

Essential requirements

- Current Drivers Licence
- A current Working with Children Check (WWCC) is an essential requirement for this role. The role has been identified as requiring this check in line with the Child Protection (Working With Children) Act 2012.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be open to new ideas and approaches• Offer own opinion, ask questions and make suggestions• Adapt well to new situations• Do not give up easily when problems arise• Stay calm in challenging situations	Foundational



Act with Integrity

Be ethical and professional, and uphold and promote the public sector values

- Behave in an honest, ethical and professional way
- Build understanding of ethical behaviour
- Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation
- Speak out against misconduct and illegal and inappropriate behaviour
- Report apparent conflicts of interest

Foundational



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate





Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions






- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs









Intermediate

 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security 	<p>Foundational</p>
 <p>People Management</p>	<p>Manage and Develop People Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve 	<p>Intermediate</p>

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 <p>Personal Attributes</p>	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
 <p>Personal Attributes</p>	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <p>Relationships</p>	Work Collaboratively	Collaborate with others and value their contribution	Foundational
 <p>Relationships</p>	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <p>Results</p>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational