

# Role Description

## Sous Chef



Planning,  
Industry &  
Environment

Cluster	Planning, Industry & Environment
Agency	Environment, Energy and Science
Division/Branch/Unit	National Parks & Wildlife Services, Jenolan Caves Reserve Trust, Park Programs
Location	Jenolan Caves
Classification/Grade/Band	Trades Officer
Role Number	JC061
ANZSCO Code	351311
PCAT Code	1119192
Date of Approval	September 2016

### Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Environment, Energy and Science (EES) Group within DPE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security, waste management and resource recovery, and environmental and mine safety regulation. The work of the Group is supported by centres of excellence in science; policy and strategy; and data analytics and insights.

### Jenolan Caves Reserve Trust overview

The Jenolan Caves Reserve Trust is a division within the Environment, Energy and Science Group. The Jenolan Caves' mission is to connect its visitors with the unique natural & cultural heritage of Jenolan caves, and through that connection stimulate the urge to care for and protect all such special places. **Put simply: our mission is to protect and connect.**

The Jenolan Caves Reserve Trust is responsible for the care, control & management of the Jenolan Visitor Use and Services Zone. This is regarded as being both environmentally and culturally significant. The Visitor Use and Services Zone includes, but is not restricted to, Caves House, retail areas, kitchen areas, front office, staff and guest accommodation, walking tracks, maintenance areas and the Caves System.

## Primary purpose of the role

As Sous Chef, you will be responsible for planning and directing food preparation in the kitchen. This will involve supervising other kitchen staff when the Head Chef is away, as well as addressing operational issues during service.

You will be responsible for overseeing the planning and directing of food preparation in the Chisolms Restaurant and to ensure all visitors receive a memorable experience whilst at Jenolan Caves.

## Key accountabilities

- Maintain and operate the kitchen in the absence of the Head Chef including food standards and preparation processes and equipment/facility maintenance to ensure the provision of a high end product that meets legislative obligations.
- Plan and direct food preparation and provide guidance to staff to ensure food quality and presentation standards meet requirements, deliver excellence and meet guests expectations.
- Supervise staff in the absence of the Head Chef including providing guidance and training as required to ensure food preparation is undertaken to a high standard and meets legislative obligations.
- Implement approaches and methods to ensure the consistency, quality and integrity of the food product and service are maintained and food products are delivered within required timeframes.
- Assist with the design and implementation of innovative and contemporary menus that satisfy customers and provide a unique experience at the Jenolan Caves Reserve.
- Deliver meals and beverages that comply with Food Safe Regulations, any other relevant guidelines as deemed appropriate and escalate issues as required for breaches of relevant legislation, regulations or guidelines.
- Monitor and maintain stock levels and order stock as required to ensure the kitchen is well-equipped and balances shelf life-time and profitability.
- Provide customer service, both internal and external, to visitors and team members within the Visitor Use and Services Zone of the Jenolan Caves Reserve Trust.

## Key challenges

- Meeting deadlines and operating within a high demand environment in a remote location.
- Maintaining stock effectively maximizing shelf life-time and profitability.
- Contributing to the design of menus that deliver high levels of guest satisfaction.

## Key relationships

Who	Why
<b>Internal</b>	
Manager/Supervisor	Receive guidance and support, provide advice and exchange information
Staff	Provide guidance, support, exchange information and facilitate their professional development
Work team/other staff	Work collaboratively to contribute to achieving business outcomes Foster effective working relationships to facilitate opportunities for engagement consultation, issue resolution and information sharing.
<b>External</b>	
Tour Participants, Visitors & Guests	Answer questions, promote the Jenolan Caves programs and objectives and seek feedback

Who	Why
Stakeholders	Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives

## Role dimensions

### Decision making

The role is expected to operate with some level of autonomy within the context of their work plan, organisation's business plans, policies procedures, directives and relevant legislation. The role makes day to day decisions relating to work priorities and workload management, for themselves and any staff supervised and is accountable for the quality, integrity and accuracy and content of advice provided.

### Reporting line

This role reports to the Head Chef.

### Direct reports

Other kitchen staff, at times.

### Budget/Expenditure

Nil

## Essential requirements

- Availability for rostered weekend / public holiday work
- Trade Qualifications in Commercial Cookery and Responsible Service of Alcohol certificate.
- Experience in Hotels, Functions and Al a Carte

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 <b>Results</b>	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Foundational
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Intermediate</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Maintain a high level of personal motivation</li> <li>Take the initiative and act in a decisive way</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Advanced	<ul style="list-style-type: none"> <li>Promote a culture of quality customer service in the organisation</li> <li>Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>Identify and incorporate the interests and needs of customers in business process design</li> <li>Ensure that the organisation's systems, processes, policies and programs respond to customer needs</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>Assess work outcomes and identify and share learnings to inform future actions</li> <li>Ensure that actions of self and others are focused on achieving organisational outcomes</li> <li>Exercise delegations responsibly</li> <li>Understand and apply high standards of financial probity with public monies and other resources</li> <li>Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others</li> <li>Conduct and report on quality control audits</li> <li>Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>Perform basic research and analysis which others will use to inform project directions</li> <li>Understand project goals, steps to be undertaken and expected outcomes</li> <li>Prepare accurate documentation to support cost or resource estimates</li> <li>Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate any possible variance from project plans</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>Define and clearly communicate roles and responsibilities to achieve team/unit outcome</li> <li>Negotiate clear performance standards and monitor progress</li> <li>Develop team/unit plans that take into account team capability, strengths and opportunities for development</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Provide regular constructive feedback to build on strengths and achieve results</li><li>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li><li>• Monitor and report on performance of team in line with established performance development frameworks</li></ul>