

Role Description

Senior Catering Officer

Cluster	Stronger Communities
Agency	Office of Sport
Division/Branch/Unit	Regional Delivery
Role number	Various
Classification/Grade/Band	Catering Officer Level 4 (unqualified) or Level 5 (qualified)
Senior executive work level standards	Not Applicable
ANZSCO Code	141999
PCAT Code	1119122
Date of Approval	31 July 2017
Agency Website	www.sport.nsw.gov.au

Agency overview

The Office of Sport is the lead NSW Government agency for sport and active recreation.

With a vision of sport and active recreation creating healthier people, connecting communities and making a stronger NSW, we provide the people of NSW with the leadership, policies, programs, funding and infrastructure necessary to maximise the social, health and economic benefits realised through this valued sector.

Our work is spread across NSW, with ten Sport and Recreation Centres, four Olympic Sport Venues and offices throughout the state.

Primary purpose of the role

The Senior Catering Officer is responsible for the supervision and operation of a diverse catering facility, providing a range of services to the clientele and staff of the venue.

Key accountabilities

- Plan menus within budget limitations to meet the varying dietary needs of clients.
- Prepare meals i.e. produce edible food from raw materials, ensuring hygiene, quantity and quality control.
- Undertake stock control including rotating stock according to expiry dates, ordering raw materials as needed to replenish stock levels and ensure catering for special dietary needs.
- Ensure compliance with relevant food industry and liquor licensing legislation.
- Ensure adherence to regulatory standards including the cleaning and the maintenance of the kitchen, equipment and food storage areas and compliance with relevant legislation, policies and procedures.
- Supervise staff involved in the preparation and service of all meals ensuring portion control, meeting client's special dietary requirements and reduction of wastage.

Key challenges

- Maintaining high quality catering services within limited resources, budget constraints, strict timetables and changing demands from clients.
- Ensuring compliance with strict control measures relating to the preparation and service of meals for clients with specific dietary restrictions e.g. allergy related.

Key relationships

Who	Why
Internal	
Other Centre Staff	<ul style="list-style-type: none">• Other Centre Staff
Catering staff from other Centres	<ul style="list-style-type: none">• Professional Development, exchange of ideas.
External	
Other Centre Staff	<ul style="list-style-type: none">• Coordination of catering services with other activities, be informed of any special dietary requirements.
Suppliers	<ul style="list-style-type: none">• Purchasing, ordering of supplies.

Role dimensions

Decision making

The Senior Catering Officer is responsible for the supervision and operation of the catering facility and makes decisions on how food is prepared, cooked and served in accordance with Standard Operating Procedures.

Decisions on matters outside the Senior Catering Officer's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Functional Manager.

Reporting line

Functional Coordinator

Direct reports

Catering Officers

Budget/Expenditure

Nil

Essential requirements

- Current Working with Children Check (WWCC) Clearance.
- National Criminal Records Check.

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.

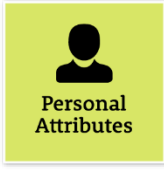
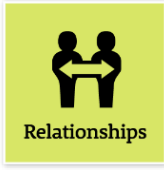

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
 Business Enablers	Procurement and Contract Management Understand and apply procurement processes to	<ul style="list-style-type: none"> Comply with basic ordering, receipting and payment processes Apply basic checking and quality-control processes to activities that support procurement and contract management 	Foundational



	ensure effective purchasing and contract performance	<ul style="list-style-type: none"> Understand probity principles relating to purchasing 	
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Clarify the work required, and the expected behaviours and outputs Clearly communicate team members' roles and responsibilities Contribute to developing team capability and recognise potential in people Recognise good performance, and give support and regular constructive feedback linked to development needs Identify appropriate learning opportunities for team members Create opportunities for all team members to contribute Act as a role model for inclusive behaviours and practices Recognise performance issues that need to be addressed and seek appropriate advice 	Foundational

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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

 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
 People Management	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