

Role Description

Catering Coordinator



Cluster	Stronger Communities
Department/Agency	Office of Sport
Division/Branch/Unit	Regional Delivery Group
Role number	TBC
Classification/Grade/Band	TBC
ANZSCO Code	599999
PCAT Code	1119122
Date of Approval	06 May 2022
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 Catering Coordinator ensures all catering functions of the Centre are coordinated to achieve high quality service delivery. Managing the end-to-end food safety process from procurement to service delivery is an essential component of the role. The Catering Coordinator is responsible for ensuring high quality customer service is achieved in a high volume and dynamic environment, while promoting effective risk management strategies.

The Catering Coordinator is also responsible for the planning and scheduling of kitchen maintenance and servicing of equipment.

Key accountabilities

- Coordinate the operation of kitchen and catering functions to meet client demand, including human resource management and food safety.
- Plan and supervise the work of catering staff including rostering and setting daily work tasks and systems.
- Ensure the end-to-end management of food safety, from procurement to service delivery is achieved in accordance with internal procedures and relevant regulations.
- Ensure that the Centre's catering facilities and equipment are maintained and replaced in accordance with maintenance plans, minor works program and asset management framework and relevant regulatory requirements.

- Manage supply contracts, in accordance with procurement policy and procedures, for food, beverage and related items
- Ensure high levels of customer service are delivered including ensuring that special dietary needs are met
- Liaise with client groups and other business units to co-ordinate requirements for functions and events
- Ensure catering services are provided within allocated budgets by planning and monitoring stock control, quantity and minimising waste.

Key challenges

- Providing services within strict timeframes to meet the requirements of a residential facility with extended operating hours and high volume throughput.
- Identifying opportunities to improve the cost efficiency
- Managing a range of technical, operational and staffing issues in a challenging, complex and high volume environment.
- Ensuring compliance with internal policies and procedures and regulation while maintaining quality food safety management.
- Managing a team of staff across multiple kitchen environments

Key relationships

Internal

Who	Why
Operations Manager	<ul style="list-style-type: none"> • Development, plan and report on the Catering functions
Centre staff	<ul style="list-style-type: none"> • Coordinate quality service delivery • Compliance with food safety requirements • Compliance with policies and procedures

External

Who	Why
User groups	<ul style="list-style-type: none"> • Facility requirements, development of service agreements and quality of services provided

Role dimensions

Decision making

The Catering Coordinator exercises delegated financial and staffing decisions within the confines of approved plans, strategies, and operational requirements. Decisions on matters outside the Catering Coordinator's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Operations Manager.

Reporting line

Operations Manager

Direct reports

Senior Catering Officer
Catering Officers

Budget/Expenditure

Financial delegation up to \$15,000

Essential requirements

- Current Working with Children Check (WWCC) Clearance
- Current Class C drivers licence
- Ability to undertake on-call responsibilities on a rostered basis
- National Criminal Records Check
- COVID-19 Certificate or proof of vaccination status or a medical clearance as per the Public Health Order

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation	Adept



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

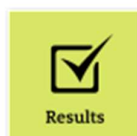


Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Use facts, knowledge and experience to support recommendations
- Work towards positive and mutually satisfactory outcomes
- Identify and resolve issues in discussion with other staff and stakeholders
- Identify others' concerns and expectations
- Respond constructively to conflict and disagreements and be open to compromise
- Keep discussions focused on the key issues

Intermediate



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- 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



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

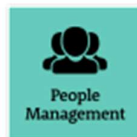


Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

- Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
- Conduct delegated purchasing activities in line with procedures
- Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

Intermediate



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others





- 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.

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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate

	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
	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	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational