



# Emmanuel College

within The University of Queensland

*enriching lives since 1911*

## SCHEDULE 2 POSITION DESCRIPTION

**Position:** Kitchen Hand  
**Location:** College Kitchen, St Lucia  
**Reports to:** Supervisor/Executive Chef  
**Date:** March 2019

### About Emmanuel College

Emmanuel College is a residential College within The University of Queensland (UQ) with 350 students, mainly undergraduates (17-20) with some postgraduates, both Australian and international. The College offers academic and pastoral care support in addition to full board accommodation in a collegiate environment in which students will be encouraged and assisted to develop. The College also offers facilities for conferences and (during University vacations) casual residential accommodation as additional business activities.

### The Role

The provision of meals to students and associated staff in a timely and professional manner with high regard for quality, food safety and on-going improvements. The role supports the Executive Chef in the delivery of high class catering services to the College residents and for conferences and other events that are hosted at Emmanuel.

### Key Duties

#### Employee Requirements

- Communicate clearly and effectively with team members.
- Comply fully with all Emmanuel College policies and procedures.
- Ensure issues are dealt with in a timely manner – and reported and advice sought where necessary.
- Carry out other duties as requested by your supervisor/manager that could further improve the overall service and efficient running of the catering operation.
- Attend Emmanuel College Induction training incorporating Food Safety, OH&S and Customer Service.
- Participate in training sessions and team meetings.
- Work with colleagues in a co-operative and non-conflicting manner.
- Ensure that only the highest standards of personal hygiene are maintained.

## **Operational Excellence**

- To be able to prepare food items in accordance with menu requirements and production methods, ensuring all special dietary needs are met where necessary.
- To ensure all deliveries are checked and stored in accordance with Emmanuel College procedures.
- To be assist your manager in ensuring the safety, hygiene and general welfare of employees and to take whatever corrective action is necessary to maintain a safe and hygienic work environment, including complying with all safety standards, reporting defective equipment, complying with all policies and procedures, and ensuring that the cleaning schedule meets the site needs.
- To report, and where necessary take action for incidence of accident, fire, loss, theft, damage etc.
- Ensure all materials, such as chemicals, are used in accordance with manufacturers' instructions (ie dilutions).
- Ensure good stock rotation procedures are followed (First in First out) to minimize the wastage of commodities
- To ensure that correct portion control procedures are followed at all times
- Support the manager and team in achieving the budget target

## **Qualifications and Experience**

- Relevant industry experience
- Demonstrated knowledge of basic hygiene and OH&S
- Numeracy & literacy skills
- Proven ability to anticipate customer's needs and achieving and /or exceeding customers satisfaction standards
- Proven commitment to working in teams, and motivating others
- Catering qualification an advantage
- 3months (minimum) catering experience

## **Personal Attributes**

- Possess a 'can do' attitude – always think of possibilities.
- Have an approachable & accommodating manner.
- Display a dynamic & passionate focus for food and service.
- Be a considerate and strong team player.
- Be clear with your communication.
- Have a positive and flexible approach to other team members and business needs.
- Have a reliable, responsible and diligent attitude to work.
- Be prepared to show a commitment to College and to the effective execution of all duties.
- Blue card eligibility is a critical criterion.

## **Public Image and Development**

- Contribute to the good public image of the College by maintaining high standards of customer service at all times.
- Be responsible for maintaining an excellent presentation of the kitchen facilities.
- Ensuring that all equipment used for customers is thoroughly cleaned giving attention to polished surfaces and removal of food particles.
- Respond to customer requests and complaints in a professional and friendly manner.
- To understand confidentiality and respect others at all times including team members, customers, and managers.