Position Description

JOB TITLE: **Kitchen Assistant**

DEPARTMENT: **University Union - College Catering**

DIVISION: **CAMPUS & COLLEGIATE LIFE SERVICES - Operations Group**

REPORTS TO: **Food Service Manager/Head Chef**

SUPERVISION OF: **nil**

STRATEGIC DIRECTION:

Through its diverse but integrated divisions and offices, the Operations Group is united in its purpose of achieving the University Vision of having an international reputation for excellence by enabling our Students and Academic, Research and Service Partner Divisions to achieve their strategic goals. Further, through the expertise, advice and services offered, the Operations Group of Divisions and Offices directly influence and provide outstanding campuses and student experiences.

PRIME FUNCTION:

Support the kitchen operations by carrying out kitchen tasks in an efficient and effective manner.

STAKEHOLDERS RELATIONSHIPS:

Internal: Food Service Manager
Catering Staff
University Staff
College Residents
Head of College

External: Food Distributors
External contractors

PERSON SPECIFICATION:

Qualifications:

- Food Safety Unit Standards 167/168 preferred.
- Current full driver's license preferred

Skills:

- The ability to work effectively and professionally.
- Committed to continuous improvement, always looking at what and how services are delivered to see if results are achieved in the most efficient and effective way.

Experience:

- Experience in working in a similar environment preferred.
- Demonstrated track record of strong customer service ethics.
- Current Drivers Licence.

POSITION SPECIFIC ACCOUNTABILITIES:

Key Areas	Accountabilities and Actions
Food Service	○ Project a professional and courteous attitude when dealing with customers and staff. ○ Complete cleaning as indicated in cleaning schedule and cleaning instructions. ○ Ensure correct procedures are instituted for meal service in portion and quality control, temperature control, food presentation and the control of food usage and wastage. ○ Complete vegetable/salad preparation. ○ Complete all dishes and pot washing. ○ Other duties as directed.
Operations	○ A professional attitude is projected at all times. ○ Be correctly attired and well presented at all times. ○ Ensure individual weekly timesheets are completed in an accurate and timely manner. ○ Follow processes and procedures that ensure the outlet operates efficiently. ○ Maintain a clean and tidy environment at all times
Compliance	○ Ensure that all practices comply with Food Safety Standards. ○ Ensure that all practices comply with Health & safety Standards. ○ Undertake Food Safety Control Plan duties. ○ Report maintenance issues to Supervisor. ○ Ensure the operation of all outlet equipment is carried out in a safe and correct manner.

APPENDIX1: Individual Behavioural Accountabilities that apply to all Operations Staff:

1. Personal
Behaviour and Role ○ Adhere to organisational values, policies and guidelines, and consistently role-model these in behaviour. ○ Translate the University's mission, strategy and goals into professional practices, decision making and actions. ○ Individually accountable for ensuring the tasks and responsibilities of the position are understood and for the quality of individual work, performance and behaviour. ○ Proactively contribute to the team/ unit/ department/ division in achieving relevant divisional plan priorities. ○ Ensure that document management practises are aligned with University guidelines & compliance.
Personal and Professional Development ○ Recognise and embrace opportunities to learn, develop, improve and increase effectiveness. ○ Raising recognised individual skills or knowledge gaps or other inefficiencies in role, with Manager. ○ Contribute to individual performance objectives and plans, and monitor performance against those expectations, seeking regular feedback from manager in doing so. ○ Fulfil mandatory/professional competency requirements, and activities identified in performance development plan.
Health and Safety ○ Act and work in a manner compliant with current health and safety at work legislation. ○ Role model safe behaviour and practices, contribute to 'zero preventable harm' and a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitor's and other staff.
Sustainability ○ Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.
Reputation ○ Represent the University of Otago's University Union and champion all that is great about working here.
Student Experiences and Outstanding Campus Environment ○ Act in a manner which contributes to outstanding student experiences and a professional, collegial workplace.

2. People

Engage Stakeholders

- Manage key relationships, peers, clients of work unit (staff/students/visitors / tenants) throughout the University and across functions.
- Be responsive to stakeholders and customers resolving any issues or requests in an appropriate manner.
- Communicate effectively – update stakeholders and customers on progress and maintain strong phone, email, personal or other communication with them.
- Customer care - take the time to understand clients' needs and requirements and work hard to meet them.

Business Planning and Alignment

- Ensure I have a clear plan of individual work responsibilities and delivery expectations for the next period (i.e. annual or business cycle).
- Seek to understand how individual tasks and role contributes to the success of the greater team.

3. Service Delivery

Operational Planning and Execution

- Accountable for resources, budgets or assets delegated to position.
- Proactively contribute to collaborative decision making and facilitating a professional working environment.

Risk Management

- Identify, report and where possible, rectify, workplace health and safety concerns within work area, alerting other relevant parties to those in their workplace.
- Manage compliance and risk within area of responsibility, fulfilling any mandatory/professional auditing and/ or competency requirements.

Continuous Improvement

- Strive to ensure client satisfaction, proactively monitoring their satisfaction levels and welcome feedback as an opportunity to address deficits and lift performance, work and behaviour.
- Seek opportunities to improve business processes within area.

SIGNED: **DATE:**