



Glenworth Valley Services P/L ABN: 42 658 080 810 T/A Glenworth Valley Outdoor Adventures

OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS
69 Cooks Rd, Glenworth Valley NSW 2250 p: 02 4375 1222 e: adventures@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about our **Functions and Events Sous Chef** position at Glenworth Valley Wilderness Adventures (GVWA), is Australia's largest horse riding and wilderness adventure centre.

GVWA is an iconic, multi-award winning, adventure tourism business specialising in Wilderness based social and corporate team-building activities such as horse riding, kayaking, quad biking, abseiling, laser skirmish, camping and luxury cabin accommodation.

Our Valley Events Centre (VEC) has been operating for 8 years, and in this time has grown to be a major event destination for approximately 300 different events annually including weddings, social celebrations, corporate events, Incentive events, product launches, festivals, education groups, inbound groups and loads more. We take pride in what we do and were recently awarded the best Country/ Farm wedding venue in Australia.

Our diverse range of experiences are available on our picturesque, 3000-acre wilderness property. We have been in business for over 50-years' and employ a passionate team of over 40 full-time staff and 60 – 80 part-time and casual staff.

Why do people love working at Glenworth Valley?

Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural scenery, the fun and enjoyable services we offer our customers and the amazing, friendly team of people you will be working with. You will get to enjoy all the benefits of working as a dedicated Functions and Events Chef in a high performing experienced team, out of a purpose-built venue with no split shifts and loads of employee flexibility.

Glenworth Valley is located only 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford. To familiarise yourself with the nature of our businesses, please visit www.glenworth.com.au

Purpose of the Role

To support the Head Chef in all aspects of kitchen operations, and to step in to fulfil the role of the Head Chef in their absence to ensure a successful experiences for our clients. You will play a crucial role in maintaining the highest standards of food quality, consistency, presentation, staff training, cost- effectiveness and safety while adhering to professional industry practices and standards.

Who we are looking for

We are looking for a passionate and highly organised Sous Chef who takes pride in creating beautiful food. You will display flexibility, and adaptability and quickly become a valued leader within the team. You will have excellent attention to detail and be a true team player who leads by example. You will have minimum 5 years previous experience and capable of leading kitchen teams with a positive attitude, attention to detail and strong level of customer service awareness. The ability to think on your feet and juggle a fast-paced environment, whilst upholding standards is essential.

Applications will be assessed using the answers provided in the GV application form, and against the list of key result areas in the position description.

Remuneration

The successful applicant will receive a salary of \$68,000 per annum based on 32 hours per week plus superannuation (\$75,480 including super). This is a Permanent Part-time position with provision for holiday pay, personal leave and superannuation.

Due to the ever-changing nature of events we require a flexible work availability based on our events schedule which is booked many weeks in advance and Time off in Lieu (TOIL) will be accrued for any additional hour you work. You will be working in a modern, well equipment, purpose built, air-conditioned kitchen. A typical week may involve food preparation Wednesday to Thursday, 8am to 5pm, with a function on Friday and Saturday nights. The kitchen very rarely opens on Sundays. The kitchen is typically closed on public holidays and long weekends, and over Christmas and new years which makes for a great work life balance.

What to do next

Please complete the application form and return it with your resume ASAP via email to employment@glenworth.com.au, by mail or deliver it in person. Please note that no interviews or further information will be provided on the day, if you choose to deliver your application in person.

If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for considering GVWA as your next employer.

Position Description

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| Title: | Sous Chef |
| Reports to: | Head Chef |
| Supervises: | Kitchen casual team member |
| Hours: | Permanent, Part Time based on 32 hours per week– subject to events schedule |
| Breaks: | 30 minutes lunch or dinner |
| Last Updated: | February 2024 |

GLENWORTH VALLEY WILDERNESS ADVENTURES

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| Our Mission | Deliver outstanding wilderness experiences including Adventure activities, Camping & Accommodation, Agistment services and Events that operate in accordance with the highest levels of customer satisfaction, safety standards and professional business practices. |
| Our Vision | Glenworth Valley Wilderness Adventures will be recognised as Australia's leading provider of outstanding Adventure Experiences, Camping & Accommodation, Agistment and Events. |
| Purpose of the role | To support the Head Chef in all aspects of kitchen operations, and to step in to fulfil the role of the Head Chef in their absence to ensure a successful experience for our clients. You will play a crucial role in maintaining the highest standards of food quality, consistency, presentation, staff training, cost- effectiveness and safety while adhering to professional industry practices and standards. |
| Key Result Areas | <ul style="list-style-type: none"> • Customer Satisfaction • Food Service Operations • Team Management & Leadership • Safety & Risk Management |
| Key Behaviours | <ul style="list-style-type: none"> • Customer Focus – Anticipates and meets the needs of customers and responds in an appropriate manner. Demonstrates a personal commitment to identify customers' apparent and underlying needs and continually seeks to provide the highest quality service and product to all customers. • Accountability – takes accountability for ensuring areas of responsibility are effectively managed. • Planning and Organisation – Effectively plan and implement daily and weekly task lists, achieving them in a timely and coordinated manner. • Evaluating and decision-making – Weighs alternative courses of action and makes decisions that reflect factual information and are based on evidence, logic, reason, and fairness. • Communications Skills – Takes the initiative to communicate accurate, up to date plans and information to all team members. Expresses thoughts clearly both verbally and in writing. Listens and understands the views of others. <p>Technical Proficiency – Demonstrates the appropriate level of proficiency in the principles and practices of catering.</p> |

Performance Outcomes**Customer Satisfaction**

- Use your passion and flare for creating and producing high quality, innovative food that results in our customers feeling satisfied and impressed
- Promote the food and experiences we offer in a personal and friendly manner that encourages customers to choose us for their venue and events needs, encourages repeat visitation and makes regular customers and other VIP's feel important.
- Investigate customer enquiries or feedback in an effective and empathic manner to determine what further action is needed and where necessary provide feedback to other team members and the Head Chef in a positive and constructive manner.

Food Service Operations

- Support the Head Chef to ensure all meals achieve a high standard of presentation and culinary expertise in accordance with agreed standards
- Fill in for the Head Chef in planning and directing food preparation when necessary.
- Maintain appropriate stock levels as well as delivery, storage and rotation procedures to minimise wastage
- Ensure that the kitchen operates in a timely and cost effective manner.
- Adhere to appropriate procurement policies to ensure we are purchasing the appropriate products at the best price and receiving the quality and quantity ordered
- Oversee the cleaning and maintenance of all equipment and facilities on a routine basis to ensure they remain clean, tidy and in a suitable condition for the purpose it is being used for, to detect potential safety issues and either carry out or arrange preventative maintenance and repairs
- Arrange or carry out any necessary pick-ups and deliveries that maybe required
- Comply with and enforce sanitation regulations and safety standards

Team Management and Leadership

- Create a pleasant and enjoyable working environment for team members through encouraging and supporting team members with regular positive, constructive feedback, recognition, guidance, supervision and leadership to ensure good employee retention is achieved
- Assist in the supervision and training of team members to ensure they have the necessary knowledge, skills and instructions to perform their role accurately and safely
- Update the Head Chef regarding any issues affecting the performance of team members. This may include responding to and communicating any requests for training or suggestions/feedback from team members to the Head Chef
- Maintain a high level of personal presentation and assist in ensuring the team comply with dress codes and cleanliness.
- Support the head chef in effectively managing team member workloads and productivity to ensure all daily duties are completed in a timely and efficient manner
- Roster team members, approve time sheets and participate in team member performance appraisals
- Support a culture of information sharing and culinary leadership to your team members
- Ensure all daily, weekly, monthly and quarterly checklists are achieved and report back any discrepancies to the Head Chef.

Safety & Risk Management

- Ensure all dietary, safe food handling and allergy management procedures are strictly adhered to by team members at all times
- Actively assist to curate a Safety first culture among the team.
- Report and assist with the investigation of any injuries, near misses, incidents or complaints to create improvements and prevent similar situations from occurring in the future.
- Promptly report and follow up all incidents with Head of Food and Beverage



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- Ensure all WH&S practices, policies, industry standards, safety management records and documentation are adhered to.
- Proactively identify, report and respond to any potential safety risks.

Position Qualities, Skills and General Requirements

Essential Qualities and Skills

- Sound employment background with minimum 5 years' experience within the of the Food and Beverage Industry
- Safe Food Handling Certificate and trade chef qualifications
- Excellent time management, organisational and motivational skills
- Good communication skills
- Remains calm and copes well under pressure
- High attention to detail
- Innovative and creative approach to new ideas and operations. Ability to think outside the square
- Flexible work availability

Desirable qualities and skills

- Function or restaurant catering experience
- Methodical, highly organised and capable of excellent documentation and record keeping
- Supervisory skills including coaching and team management experience
- Problem solving ability and initiative
- The ability to prioritise and work at a hectic pace during busy times
- Ability to delegate

General Requirements

- Glenworth Valley is a non-smoking work environment
- Own transport
- Working with Children check
- Work as directed