

Role Description

Apprentice Chef

Cluster	Department of Planning & Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Western Plains Zoo
Classification/Grade/Band	Apprentice
Kind of Employment	Temporary
ANZSCO Code	351311
PCAT Code	TBC
Date of Approval	August 2016
Agency Website	www.taronga.org.au

Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW's environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the OEH. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

Primary purpose of the role

The apprentice assists the chef in providing a high standard of food in regards to preparation, cooking and presentation whilst ensuring best practice food and kitchen hygiene practices are met.

Key accountabilities

- Undertake and learn all the different aspects of Commercial Cookery that is required as part of the Chef Apprenticeship.
- Undertake to complete appropriate TAFE training and learn all aspects of commercial cookery. Ensure that all necessary TAFE assessments are completed.
- Undertake general duties as required as part of the TAFE curriculum and apply the learnt skills and knowledge in the workplace.
- Work effectively as a member of a high performing team, to assist Taronga in its achievement of strategic outcomes.
- Comply with Taronga's Customer Service Charter and suggest initiatives for further improvement to ensure industry leading standards are maintained.
- Comply with and suggest sustainability practices in the workplace to help achieve Taronga's sustainability targets and reduce environmental impact.
- Comply with and report any Work, Health and Safety incidents in line with Taronga's Work, Health and Safety Charter.

Key challenges

- Working in a fast paced and challenging environment.
- Ensuring work carried out meets Taronga stakeholder needs and legislative and statutory requirements.
- Identifying and communicating issues impacting on operations and visitors

Key relationships

Internal	
Manager/Supervisor	To receive direction, instruction and performance feedback; to provide support and information; and to ensure ongoing communications and a professional working relationship
Team and other Taronga colleagues	To work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture
External	
Stakeholders (which may for example include zoo visitors, consultants, contractors, suppliers, sponsors, media, auditors, government agencies and/or authorities)	To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent Taronga in a professional and ethical manner

Role dimensions

Decision making

- The position works in accordance with guidelines provided by the Chef and Hospitality Coordinator and established Taronga policy and procedures.
- This role does not have formal delegation.
- This role is expected to follow management instructions and uphold Taronga's Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service and Animal Welfare) and Environmental Sustainability endeavours.
- Take reasonable care of own safety and ensure own conduct does not adversely affect the health and safety of others.
- Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches.

Reporting line

This position reports to the Chef and Hospitality Coordinator.

Direct reports

There are no positions reporting directly to the role.

Budget/Expenditure

The position has no delegated financial sign off authority

Essential requirements





- Must be eligible to enrol in the relevant TAFE trade course
- Hold a current NSW Drivers License or ability to have existing license formally recognised, including manual
- Obtain and maintain a paid Working with Children Check at own expense.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate **immediate** competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Business Enablers Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> • Comply with basic ordering, receipting and payment processes • Apply basic checking and quality control processes to activities which support procurement and contract management