Role Description
Catering Supervisor

Cluster	Education
Agency	NSW Department of Education
Classification/Grade/Band	Household Staff Grade 5
ANZSCO Code	
PCAT Code	
Date of Approval	October 2023
Agency Website	http://www.education.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

Manages a team of staff responsible for providing quality cooking services for residential students at a boarding school. Oversees the procurement of stock under the guidance of the Area Supervisor and the provision of auxiliary catering duties as required. Ensures that cooking and food preparation work areas are operational, clean and hygienic at all times.

Key accountabilities

- Supervise stock control tasks, including the requisition, ordering, receipt and storage of goods / equipment from approved suppliers, ensuring that school procedures are followed
- Responsible for supervision and training of staff, including: preparing duty rosters and allocating duties
- Monitor compliance with health and safety guidelines and procedures, including the wearing of personal protective equipment supplied by the employer (as required); report incidents and hazards; participate in training
- Supervise kitchen and dining room staff in cooking, food service and non-cooking duties including cleaning of equipment and premises
- Plan menus and maintain menu records including standard recipes, conscious of dietary requirements including nutritional expectations, food allergies and intolerances.
- Undertake general cooking duties, including the preparation of standard meals, baking and pastry cooking, to deliver agreed menus for residential students
- Maintain cooking and kitchen preparation work areas in an operational, clean and hygienic condition
- Ensure that food preparation equipment is cleaned and maintained in accordance with safe work standards and safe food handling standards, and report damaged or faulty equipment to the appropriate staff member
- Manage food freshness and quality, portion control and waste minimisation.

Key challenges

- Preparing and cooking diverse and nutritionally balanced meals within allocated budgets
- Supervising staff in a range of food preparation, assembly, and measurement tasks to ensure on-time delivery of meals.
- Establishing and maintaining cooperative working relationships

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalate significant safety or equipment issues • Discuss budgets, meal plans and/or individual special dietary requirements • Receive feedback regarding performance
Direct Reports	• Direct / monitor food preparation, assembly and measuring tasks • Provide supervision, coaching and on-the-job training • Prepare rosters, allocate duties and monitor work performance • Provide performance feedback
Students	• Provide respectful, courteous and fair customer service
External	
Approved Suppliers	• Liaise to order and receive goods / equipment • Ensure that supplied goods / equipment are fit for purpose and consistent with expected standards • Liaise to resolve issues arising

Role dimensions

Decision making

- Works within a broad framework of School policies, procedures, protocols and delegations
- Works under minimal supervision to the level of training required of the role, and exercises judgement and initiative to resolve day-to-day work problems
- Plans own work and the work schedules of direct reports
- Assists in the supervision and on-the-job training of direct reports, and monitors compliance with safe food handling and safe work standards Identifies and reports significant safety-related hazards to the School Principal.

Reporting line

The Catering Supervisor reports to the school principal or an appointed delegate

Direct reports

Supervises a small team of kitchen staff and/or other staff as agreed with role supervisor.

Budget/Expenditure

No specific budget, although the role is required to exercise financial delegation as required for procurement of goods and/or services up to the position's delegated limit.

Essential requirements

- Minimum TAFE Certificate III in hospitality or commercial cookery or equivalent
- Ability to prepare and cook food for large numbers, and provide a variety of diverse, yet nutritionally sound foods.
- Knowledge and experience of food costing and ordering for large numbers.
- Understanding of student expectations in a boarding school environment.
- Valid Working with Children Check clearance

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.

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

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.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and argument • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Project Management	Foundational	• Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes