

Position Description



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| Position Title | Manager Catering |
| Position No | 00071865 |
| Delegation Level | 004 |
| Job Designation | Manager |
| Organisational Unit | Catering Regional Operations |
| Work Centre | Bowen Hills |
| Position Type | Permanent |
| Rail Safety Worker | No |
| Medical Fitness Standard | Refer to relevant business instructions. |
| Performance Plan Type | Lead Experts and Leaders |
| Shiftworker | No |
| Classification (Range) | AS7 .1 - AS7 .4 |
| Pay Scale Type | ASPT |
| Reports to Position | Manager Regional Operations South |

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

To lead the delivery of improved systems, projects, product innovation and compliance frameworks across the catering operations of Onboard Customer Service, which support delivery upon Travel and Tourism strategic objective 'to provide world-class customer service'.

Position Responsibilities

1. Provide leadership in a changing catering operation through effective planning and project formulation, customer and business partnerships and commercial outcomes.
2. Manage, monitor and analyse the financial performance and assets of the Catering Operations Unit to ensure a cost effective and efficient commercial approach to the provision of these functions.
3. Active participation as a member of the Onboard Customer Service Greater Leadership Team to contribute to the achievement of key performance targets and the development of initiatives that grow the Onboard Customer Service catering business is achieved.
4. Lead and manage the development of HACCP-based food safety systems that comply with legislative requirements (e.g. Food Safety Act, Liquor Act, Workplace Health and Safety) and ensure the continued compliance with such legislation across all catering outlets, including North Queensland Operations.
5. Oversee the development, implementation and control of onboard food and beverage menus to ensure nutritional value, value for money, variety in consultation with the appropriate stakeholders for all customers of Onboard Customer Services, while meeting the businesses expectations as per customer satisfaction metrics.
6. Lead and coordinate the implementation of system enhancements/initiatives to food preparation, presentation and system development, training development, onboard compliance and auditing

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processes.

7. Provide leadership and the performance management of employees of the Catering Unit to create a harmonious, safe, equitable and productive work environment resulting in a profitable business focused on commercial viability and meeting customer needs.

Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. High level of leadership and managerial skills in the management of a multi-faceted state wide or national food and beverage business including high volume catering operations that will deliver quality service to customers and meet the business requirements of Onboard Customer Service.
2. Extensive level of skill in identifying, developing and implementing initiatives that will ensure productivity, efficiency and safety.
3. Extensive level of interpersonal, written and oral communication, negotiation and problem-solving skills to manage staff and work effectively with internal and external stakeholders.
4. Extensive knowledge of Food Safety Legislation, Food Safety Standards relevant to a catering operation, including the implementation of HACCP-based food safety procedures.
5. High level of skill in conducting food safety audits for internal and external clients.
6. High level of budget management skills to establish and control to ensure financial sustainability.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.