

WHITEHORSE CITY COUNCIL

Position description

Job title: Sous Chef	
Classification: Band 4	Effective Date: July 2026
Reports to: Head Chef	Tenure: Casual

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

Our Sous Chef will assist the Head Chef to run a successful kitchen - ensuring the delivery of high-quality cafe, dining and catering services at The Round. This role will assist in the preparation of food, establishment of menus, dietary & allergen management, operational planning and team management to ensure safe, efficient and high-performing kitchen operations. Our Sous Chef is committed to delivering exceptional customer experiences through rigorous staff training, kitchen hygiene and food safety, via their industry knowledge and gastronomic acumen.

Key Responsibilities

Position Specific Responsibilities

Catering and Hospitality Services

- Supervise staff whilst leading the preparation of raw ingredients through to final plating
- Approving and polishing dishes before they reach the guest, ensuring flawless presentation and that dishes are served to a consistent high-quality standard
- Assist in the development of food and beverage menus for function packages - ensuring variety and quality
- Contribute to seasonal and evolving event/performance specific food & dining options for The Round – including but not limited to café/bar, preshow dining and lunch service
- Work with Head Chef to adapt menu options to meet various cultural & dietary needs
- Assist in the creation of nutritious menus/items to meet various budget &/or client & patron needs
- Maintain impeccable timing in all aspects of food preparation and service delivery
- Assist in inventory management - maintaining dry, fresh and refrigerated ingredient quality via correct storage & regular ordering
- Be aware of managing wastage through accurate record keeping and working with Head Chef to adapt supplier orders & menus to maximise goods already onsite
- Ensure that all tasks when accepting deliveries are performed correctly including but not limited to signing for & receipting of goods, proper use of trollies (or similar) for transportation & safe manual handling techniques
- Ensure procedures, safe work methods and standards are maintained and supported by contemporary knowledge of the sector

Leadership & People

- Lead and support junior staff to build a positive culture & high performing teams to meet individual and departmental goals
- Organise and supervise work of kitchen team members
- Participate in forward planning to enhance facilities and improve service delivery
- Assist in the organising of ongoing practical training sessions to maintain staff competency and performance standards

Safety and Kitchen Hygiene

- Work to ensure that established procedures, safe work methods and standards are maintained and supported via contemporary knowledge of the sector
- Assist in the development, implementation and annual review of kitchen systems and procedures relating to day-to-day operations
- Ensure the kitchen meets all regulations including, but not limited to, sanitary and food safety guidelines
- Responsible for food hygiene practices and meeting all requirements of the Victorian Food Act
- Safe and correct use and cleaning of kitchen equipment, including the training of team members
- Assist in the management of allergens via correct storage &/or meal preparation methods
- Ensuring that all storage areas are kept in an impeccable state
- Support the Head Chef in controlling, directing and monitoring the food preparation process

Compliance, Safety & Emergency Management

- Ensure a competent understanding of relevant legislation including food safety, OHS and environmental requirements
- Provide a safe operating and working environment in accordance with the Occupational Health and Safety Act and OH&S policies and procedures for Council and The Round specifically
- Undertake the role of Deputy Warden as required
- Required to attend meetings as well as prep, cook & deliver catering services for functions & events outside of standard business hours

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision
- Ensure the organisation is aware of and compliant with relevant statutes and legislation
- Identify and develop changes to policy and procedure in areas of responsibility
- Ensure that risk management principles are adopted in all decision-making processes within the team
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment
- Apply sound financial management techniques to team budget processes
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team
- Ensure appropriate care and use of assets and equipment
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: NIL

Staff responsibility: Responsible for leading and managing Kitchenhands, Dishwashers

Decision Making: The incumbent has authority and freedom to act within the framework of the relevant food safety acts, legislation and established policies, objectives and budgets within Council and specific to The Round

The position will assist in the review and re-development or development of menus & catering services

Problem resolution may require the application of industry experience & knowledge to new situations and require guidance by peers & other professionals within the industry

The position is required to fully brief the Head Chef on significant issues of operational, political and strategic importance

Key Relationships

- Liaise with staff and management across The Round
- Develop and maintain professional relationships with clients, client groups, contractors, providers, suppliers and other external stakeholders

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant qualification as a Chef with professional cooking skills
- Relevant skill and experience assisting in the management of the kitchen operations of a function &/or arts centre - or a similar environment - to deliver a wide range of catering options for functions & events
- Demonstrated experience in the operation of a professional and fast paced kitchen environment
- Ability to contribute to the creation of food and beverage menus, ordering and taking inventory of stock
- Experience in commercial and business practices with a commitment to quality services and best practice
- Current Level 2 Workplace First Aid Certificate or ability to obtain
- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work
- Satisfactory National Criminal History Check.
- Working with Children Check
- Food Handlers Certificate
- Responsible Service of Alcohol Certificate
- Ability and flexibility to work out of hours/weekends/public holidays and additional hours as required

Technology

- Demonstrated ability to use MS Office.

- Knowledge and understanding of applicable software, digital platforms and current purchasing and accounting programs in use by Council

Interpersonal

- Excellent communication skills
- Ability to maintain professional manner and presentation at all times
- Ability to demonstrate the organisational values and operate in a complex legal and political context
- A high degree of enthusiasm for and commitment to hospitality
- Highly motivated and enthusiastic, with a strong commitment to hospitality, innovation, and delivering results
- Strong conflict resolution, negotiation and persuading skills with the ability to gain co-operation from colleagues when undertaking activities
- Demonstrated level of oral and written presentation skills

Leadership/management

- Strong self-discipline and punctuality skills, including the ability to effectively manage time
- Ability to assist in the coordination of human & physical resources as appropriate to a kitchen environment
- Demonstrated ability to manage complex tasks with conflicting pressures in order to meet set demands and deadlines

Key Selection Criteria

1. Qualification Certificate/Diploma in Cookery
2. Previous experience in high volume catering
3. Proven ability to assist in the management of the operations of kitchens and the delivery of events within function centres and/or arts & cultural facilities
4. Strong understanding and experience in regards to dietaries - including but not limited to nutrition, cultural and allergens
5. Ability to manage operational and event-related risks to ensure safe and efficient kitchen and function operations

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Performed sometimes	
Hand/Arm Movement Tasks involve use of hand/arms		Performed sometimes	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Performed sometimes	
Standing Tasks involve standing in an upright position		Performed sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Performed sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Performed sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Performed sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Performed often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Required	

Any other relevant comments: