

Position Description	
Position Title: Confectioner	Division: Commercial & Operations
Reports To: Confectionary Operations Manager	Workplace level: Level 2 during training period then increment to level 5 upon successful completion of training
Loading: Casual	Special: Will be required to be rostered on weekends and public holidays
Position Created Date: 25 February 2005	Position Review Date: 10 June 2015

ORGANISATIONAL ENVIRONMENT

The Organisation

Sovereign Hill is Australia's foremost outdoor museum, and enjoys international recognition as such. Sovereign Hill Museums Association is a not-for profit community-based museum organisation that employs 350 people. The organisation includes Sovereign Hill Outdoor Museum, the Gold Museum, Sovereign Hill Hotel, Blood on the Southern Cross (BOSC) and Narmbool.

The Department/Area

The Commercial Operations Department comprises Retail Enterprise, Sovereign Hill Hotel, Narmbool & Blood on the Southern Cross. The Retail Enterprise team provides retail and customer service coverage to the Apothecary, Grocers, Confectionary Shop, Jewellers, Candlemakers, Post Office, Red Hill Photographers and the Criterion Store. The Confectionary factory makes boiled sweets using traditional methods for sale to retail and wholesale customers and provides daily lolly making demonstrations for visitors.

ORGANISATIONAL CHARTER

Purpose

Our purpose at Sovereign Hill and the Gold Museum is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story, and at Narmbool of the importance of the land, water and biodiversity in Australia's future.

Mission

Our Mission is to collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region.

Values

Service

We will ensure that every visitor’s experience is satisfying, and that their needs are paramount in our decision-making.

Respect

We will act with respect and free from any form of discrimination in what we say and do.

Safety

We will maintain a safe and healthy workplace for all our visitors and for all who work on our sites.

Integrity

We will act in accordance with international and national codes of ethical practice for museums.

Responsibility

We will be a socially and environmentally responsible business and employer.

Sustainability

We will maintain our financial viability and independence by using our resources efficiently and effectively.

PRIMARY ROLE
The Confectioner is responsible for assisting with the production and packaging of confectionery and good/drink products within the Confectionary factory whilst providing a high standard of interpretation and customer service in a pleasant and enthusiastic manner.

WORKS CLOSELY WITH
<ul style="list-style-type: none"> • Confectionary Operations Manager • Senior Manager Retail Operations • Manager Merchandise and Retail Development • Confectionery Factory Staff

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Confectioner	<ul style="list-style-type: none"> • Produce and package boiled confectionery and other food/drink items to the required standard in line with SOP's with minimal supervision • Produce Horses heads, Umbrellas and Fairy mix without supervision and to a consistently high standard • Accurately reconcile cash and invoices • Attend to the cleaning needs of the premises as set out in the Standard Operating Procedures and cleaning schedules • Assist in the re-stocking and rotation of the products • Assist with receiving and dispensing orders as and when required • Assist with deliveries to the confectionery as and when required
Retail	<ul style="list-style-type: none"> • Open confectionery factory retail outlet and prepare for business • Close confectionery factory retail outlet and accurately reconcile the daily takings • Maintain appropriate shop environment in accordance with shop manuals, descriptions and duty statements • Interact with and engage visitors in appropriate manner • Assist with customer and visitor enquires • Obtain and apply a working knowledge of the shops, schools and school holiday booking procedures • Process customer purchase transactions efficiently and effectively using electronic P.O.S. and appropriate cash handling techniques • Perform required procedures for credit card facilities • Assist with visual merchandising and store presentations • Assist with stocktake when required • Assist with maintaining adequate stock levels • Undertake daily cleaning regimes
Teamwork	<ul style="list-style-type: none"> • Ensure work areas are presented at optimum levels • Work cohesively with all team members • Assist with the induction, training and mentoring of new staff as required • Contribute to the enhancement of staff knowledge and skills
Operations	<ul style="list-style-type: none"> • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The Sovereign Hill Code of Conduct ➢ The Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation and requirement • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Champion, advocate and enforce all organisational policies, procedures and practices • Foster a culture which values safety as primary consideration in all activities • Other relevant tasks as required

KEY SELECTION CRITERIA

- Basic understanding and awareness of general food handling/safety requirements when handling and/or making and packing food products
- Ability and willingness to meet deadlines whilst working in a busy environment
- Excellent customer service skills
- Excellent verbal communications skills
- Demonstrated cash handling skills
- Ability to work across flexible rosters including weekends, public holidays and school holidays

QUALIFICATIONS

- N/A

REQUIRED LICENCES/CERTIFICATES

- A current Food Handling Certificate is preferred but not essential
- Police Check
- Working With Children Check
- Level 2 First Aid would be highly regarded

SPECIFIC HEALTH AND SAFETY REQUIREMENTS

Confectionery making is a physically demanding role. Confectioners are required to demonstrate great care and be mindful of the dangers of dealing with boiling mixture at all times. Pots used to boil the mixtures can be heavy and extremely hot. The boiled mixture is still hot when poured and “worked on”.

In order to meet the inherent duties and responsibilities of the position, the incumbent must be physically capable of working with heavy and hot pans and mixture.

The incumbent will be required to attend a pre-employment medical before commencement of the position.

OTHER

- Must be eligible to work in Australia

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Will Flamsteed

Director Commercial & Operations

Signature

Date of approval

Mark Karlovic

Head People, Performance & Legal

Signature

Date of approval

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read, understood and accept its contents.

Employee Name

Employee Signature

Date