

Position Description	
<b>Position Title:</b> Confectioner	<b>Division:</b> Commercial & Operations
<b>Reports To:</b> Confectionery Operations Manager	<b>Workplace level:</b> Level 2 during training period then upon successful completion of training will increment to level 6
<b>Loading:</b> Casual, Part Time, Full Time	<b>Special:</b> Will be required to be rostered on weekends and public holidays
<b>Position Created Date:</b> 25 February 2005	<b>Position Review Date:</b> 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 Narnbool.

### The Department/Area

The Commercial Operations Department comprises Retail Enterprise, Sovereign Hill Hotel, Narnbool & 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 Narnbool 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 towards our colleagues, our visitors, and all with whom we do business; we will respect each other's dignity and right to privacy; and respect the assets we share in doing our jobs.

### **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, including respect for the tangible and intangible heritage we collect, research and interpret; for the primary role of museums as places of lifelong learning; and as individuals, work to help and support colleagues, work diligently to complete tasks, and at all times act honestly.

### **Responsibility**

We will be a socially and environmentally responsible business and employer, and a vital partner in the development of our region; and as individuals, take responsibility for our actions and ensure our decision-making is objective, consistent and complies with policy and legislation.

### **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"> <li>• Confectionary Operations Manager</li> <li>• Senior Manager Retail Operations</li> <li>• Manager Merchandise and Retail Development</li> <li>• Confectionery Factory Staff</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
Confectioner	<ul style="list-style-type: none"> <li>• Provide accurate and interesting demonstrations of the techniques used in the making of boiled confectionery to visitors to the Museum</li> <li>• Produce and package boiled confectionery and other food/drink items to the required standard in line with SOP's</li> <li>• Accurately reconcile cash and invoices</li> <li>• Attend to the cleaning needs of the premises as set out in the Standard Operating Procedures and cleaning schedules</li> <li>• Assist in the re-stocking and rotation of the products</li> <li>• Accurately receive and dispense orders as and when required</li> <li>• Assist with deliveries to the confectionery as and when required</li> </ul>
Retail	<ul style="list-style-type: none"> <li>• Open confectionery factory retail outlet and prepare for business</li> <li>• Close confectionery factory retail outlet and accurately reconcile the daily takings</li> <li>• Maintain appropriate shop environment in accordance with shop manuals, descriptions and duty statements</li> <li>• Interact with and engage visitors in appropriate manner</li> <li>• Assist with customer and visitor enquires</li> <li>• Participate in activations within the confectionery factory</li> <li>• Obtain and apply a working knowledge of the shops, schools and school holiday booking procedures</li> <li>• Process customer purchase transactions efficiently and effectively using electronic P.O.S. and appropriate cash handling techniques</li> <li>• Perform required procedures for credit card facilities</li> <li>• Assist with visual merchandising and store presentations</li> <li>• Assist with stocktake when required</li> <li>• Assist with maintaining adequate stock levels</li> <li>• Undertake daily cleaning regimes</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Ensure work areas are presented at optimum levels</li> <li>• Work cohesively with all team members</li> <li>• Assist with the induction, training and mentoring of new staff as required</li> <li>• Contribute to the enhancement of staff knowledge and skills</li> </ul>
Operations	<ul style="list-style-type: none"> <li>• Undertake the responsibilities of the position adhering to:               <ul style="list-style-type: none"> <li>➢ SHMA policies and procedures</li> <li>➢ The Sovereign Hill Code of Conduct</li> <li>➢ The Sovereign Hill Workplace Safety Rules</li> <li>➢ Equal Opportunity and anti-discrimination legislation and requirements</li> <li>➢ Occupational Health and Safety (OH&amp;S) legislation and requirement</li> </ul> </li> <li>• Participate in annual performance reviews, meetings and staff training and professional development as and when required</li> <li>• Champion, advocate and enforce all organisational policies, procedures and practices</li> <li>• Foster a culture which values safety as primary consideration in all activities</li> <li>• Other relevant tasks as required</li> </ul>

**KEY SELECTION CRITERIA**

- Must possess a basic knowledge of the role of the confectionery factory within Sovereign Hill
- Understanding and awareness of general food handling/safety requirements when handling and/or making and packing food products
- Good communication and presentation skills with the confidence to demonstrate confectionery making to groups of up to 100 people
- 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**

Richard Berman-Hardman \_\_\_\_\_  
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