

POSITION DESCRIPTION	
Position Title: Confectionery Team Leader	Division: Commercial and Operations
Reports To: Manager Confectionery Operations	Workplace level: Salaried Position
Loading: Full Time (40 hours per week)	Special: May be required to be available to be rostered to work weekends, public holidays and school holidays.
Date Position Created: 16 November 2016	Position Review date:

ORGANISATIONAL ENVIRONMENT

The Organisation

Sovereign Hill is internationally recognised as Australia's foremost outdoor museum. The Sovereign Hill Museums Association is a not-for profit community-based organisation that includes: Sovereign Hill outdoor museum, the Gold Museum, Sovereign Hill Hotel, Blood on the Southern Cross and Narmbool.

The Department/Area

The Commercial and Operations Department comprises Retail Enterprise, Sovereign Hill Hotel, Operations & Blood on the Southern Cross (BOSC). 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 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 Confectionery Team Leader is responsible for assisting the Manager Confectionery Operations in leading and motivating the confectionery operations team whilst meeting all safety and production targets within quality assurance standards.

DIRECT REPORTS
<ul style="list-style-type: none"> • Confectioners

WORKS CLOSELY WITH
<ul style="list-style-type: none"> • Manager Confectionery Operations • Senior Retail Operations Manager • Confectionery Factory Staff • Confectionery Shop Staff • OHS Department

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Confectionery Production	<ul style="list-style-type: none"> • Following procedures, perform accurate and engaging demonstrations of the techniques used in the making of boiled confectionery to visitors • Ensure the production of boiled confectionery lines and other confectionery lines are to required standards and in line with SOP's • Assist with productions schedules to meet internal and external customer requirements • Ensure all materials/ingredients are stored, handled and used in a safe, compliant manner • Assist with ordering raw materials • Ensure supply and delivery of stock to the Confectionery Shop • Assist in achieving budgets for all confectionery operations • Assist with inventory management including stocktakes, pricing, inward stock receipts/processing and maintaining adequate stock levels • Assist with the development and implementation of continuous improvement across all activities/areas of the Confectionery Operations including efficiency, quality and safety • Assist with development and implementation of strategies to decrease cost and/or increase production output • Ensure all cleaning requirements and cleaning schedules are met • Obtain and apply the necessary skills to oversee the Confectionery Operations in the absence of the Manager Confectionery Operations • Perform daily record keeping as required
People	<ul style="list-style-type: none"> • Provide day to day leadership, coordination and support of staff in relevant projects • Prepare Confectionery staff rosters in line with budgets and priorities • Coordinate induction, training and mentoring of new and existing staff as and when required • With the assistance of the Manager Confectionery Operations, undertake probation reviews and counseling and disciplinary sessions as required
Teamwork	<ul style="list-style-type: none"> • Ensure work areas are presented at optimum levels • Work in and maintain a healthy team spirit • Perform other duties to aid team effectiveness when required • Provide astute leadership by setting an example to all staff • Contribute to the enhancement of staff knowledge and skills • Participate in organisational events and promotional activities as required
Operations	<ul style="list-style-type: none"> • Undertake the responsibility of the position to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The Sovereign Hill Code of Conduct ➢ Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation and requirements • Be constantly aware of the OH&S standards in the use of, equipment and chemicals • Participate in annual performance reviews, meetings and staff training and

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
	professional development as and when required <ul style="list-style-type: none"> • Help foster a culture which values safety as primary consideration in all activities • Wear uniform and costume in accordance with guidelines set down by The Sovereign Hill Museums Association • Perform other relevant duties as required

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • Experience in a food manufacturing environment is essential • Experience in staff management/leadership is essential • Confectionery making skills would be preferable • Effective time management skills with the ability to prioritise tasks • Must display initiative and problem solving skills whilst been able to meet deadlines • Demonstrated capacity for leading a team with a diverse range of people to achieve goals efficiently and effectively • Intermediate to advanced computer skills including the use of Microsoft Office programs • Well-developed written and oral communication skills including experience with public speaking • Must have a pronounced sense of maturity and responsibility to deal with all facets of the general public

QUALIFICATIONS
<ul style="list-style-type: none"> • Current Food Handling Certificate is essential • Food Safety Supervisor Certificate is highly desirable • Qualifications in Food Handling, Food Manufacturing, Food Science and Technology or Confectionery making at a Certificate III level or higher is highly desirable

REQUIRED LICENCES/CERTIFICATES
<ul style="list-style-type: none"> • Working with children check • Police check • Level 2 First Aid

SPECIFIC HEALTH AND SAFETY REQUIREMENTS
<p>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 mixtures can be heavy and extremely hot. The boiled mixture is still hot when poured and “worked on”.</p> <p>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.</p> <p>A pre-employment medical is required before commencement of this position.</p>

OTHER

- Must be eligible to work in Australia

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Jarrod Page

Acting 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