

Position Description



Team Leader Food Services

Position Title:	Team Leader Food Services
Classification:	Band 6
Directorate:	Sustainable Communities
Department:	Community Life
Approved by:	Manager Community Life
Date approved:	August 2026

1. Position Overview

The Team Leader Food Services provides operational leadership and contributes to delivery of high-quality, client-centred food services within the municipality. The role ensures services are delivered in line with the requirements of the Commonwealth Home Support Programme (CHSP) and Home and Community Care Program for Young People (HACC PYP), with a strong focus on compliance, continuous improvement, and positive client outcomes.

2. Position Objectives

- Accountable for the effective coordination of food service operations, including procurement, ordering, and distribution, ensuring services meet nutritional standards, safety requirements, and individual client needs. A key responsibility is to monitor and support compliance with legislative, regulatory, and funding obligations, including quality standards, auditing, and reporting requirements
- Leads and develop staff and volunteers, including recruitment, supervision, and workforce planning, fostering a high-performing and client-focused team. It also contributes to service improvement, stakeholder engagement, and the continuous improvement of sustainable and responsive service models aligned with Council priorities.
- Lead and coordinate the delivery of high-quality Food Services in line with CHSP and HACC PYP program requirements.
- Ensure compliance with all legislative, regulatory, funding, and food safety standards, including audit and reporting obligations.
- Oversee efficient food service operations, including procurement, ordering, and distribution, to meet client nutritional and individual needs.
- Supervise, support, and develop staff and volunteers, including workforce planning, recruitment, and performance management.
- Identify and implement service improvement through data, feedback, and quality assurance processes.

- Build effective stakeholder relationships to enhance service integration and responsiveness.

3. Organisational relationships

Internal	External
• Senior and Executive Management Team • Managers, Coordinators and Staff	• CHSP and HACC PYP Clients • Community members • Non-government organisations • Suppliers and Contractors
Reports to:	
• Coordinator Community Support	
Supervises	
• Food Services Staff	

4. Position Characteristics

Accountability and Extent of Authority

May manage resources and/or provide advice to or regulate customers and/or provide input into the development of policy.

Where the prime responsibility is resource management, the freedom to act is governed by clear objectives and/or budgets, with regular reporting mechanisms to ensure adherence to goals and objectives. The effect of decisions and actions taken is usually limited to the quality or cost of the programs and projects being managed.

Where the prime responsibility is to provide specialist advice to or regulate customers, the freedom to act is subject to regulations, policies and regular supervision. The effect of decisions and actions taken on individual customers may be significant but is usually subject to appeal or review by more senior employees.

Few positions are primarily involved in policy development. Where they are, work is usually investigative and analytical in nature. Freedom to act is prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.

May have formal input into policy development within their area of expertise and/or management. Child Care Worker may include a director of a childcare centre, or a Child Care Worker undertaking duties in excess of those referred to in Band 5.

Judgement and Decision Making

Work is usually specialised, with methods, procedures and processes developed from theory or precedent. Work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Skills, Knowledge and Experience

May require proficiency in the application of theoretical or scientific disciplines, including the underlying principles as distinct from the practices.

Understanding of the long-term goals of the functional unit and of the relevant policies of both the unit and the wider organisation is required.

Where the primary function is to manage resources, familiarity with relevant budgeting techniques is required.

Management Skills

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Skills in managing time, setting priorities, planning and organising own work and where appropriate that of other employees to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable are required.

Where management of employees is part of the job, an understanding of and an ability to implement personnel practices, including those related to equal employment opportunity, occupational health and safety and employees' development is required.

Interpersonal Skills

Able to gain co-operation and assistance from customers, members of the public and other employees in the administration of defined activities and in the supervision of other employees is required.

Able to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Qualifications and Experience

Skills and knowledge needed for entry to Band 6 are beyond those normally acquired through tertiary education alone, would be gained through completion of a degree or diploma course with some relevant experience, and may be acquired through lesser formal qualifications and substantial relevant experience, or through substantial relevant experience in the field of specialist expertise.

5. Key Selection Criteria

- Relevant tertiary qualification in Food Services, Hospitality, Nutrition, Health, Community Services, Business Management, or a related field, or substantial relevant experience with sound knowledge of CHSP, HACCP, food safety requirements, and relevant legislative and regulatory frameworks.
- Demonstrated experience leading and developing staff and volunteers in a service delivery environment, including recruitment, workforce coordination and performance management with the ability to foster a positive, high-performing, and client-focused team culture.
- Demonstrated experience managing food service operations, including procurement, ordering, and distribution, while ensuring services meet client needs. Proven knowledge of food safety, quality standards, compliance requirements, and continuous improvement processes.
- Highly developed communication and relationship management skills, with the ability to build effective partnerships with clients, carers, staff, suppliers, and community stakeholders, and to use feedback, data, and collaboration to improve service quality and client outcomes.
- Strong organisational, analytical, and administrative skills, including the ability to manage competing priorities, maintain accurate records, meet reporting requirements, and use data, systems, and quality processes to support decision-making, compliance, and service improvement.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

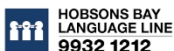
- Current and valid working rights for Australia
- Satisfactorily pass a national police check (and where necessary an international check)
- Required valid Working with Children Check
- Current Victorian Driver's Licence (or ability to travel between required work locations in a timely fashion).

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- Adhere to all relevant legislation, standards, and Council policies, including CHSP and Home and Community Care Program for Younger People (HACC PYP) requirements

Physical

Daily work will be performed in indoor and outdoor environments, as such:

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You will be exposed to conditions normally encountered in indoor and outdoor environments.
- Successful applicants must undertake a physical assessment to ensure they meet the inherent physical requirements of the role.

Psycho-social

- Demonstrated resilience, adaptability, and the ability to manage competing priorities in a dynamic service environment
- Ability to manage stress effectively while maintaining professionalism, sound judgement, and a positive, solutions-focused approach
- High level of emotional intelligence, with the capacity to lead, motivate, and support staff and volunteers
- Strong self-motivation, accountability, and commitment to collaboration, ethical practice, and Council values

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