JOB DESCRIPTION
EVENTS AND VENUES SUPERVISOR

REPORTS TO: Events and Venues Manager
SUBORDINATE POSITIONS: Food and Beverage Attendants
AWARD: Wollongong UniCentre Services Collective Agreement
SECTION: UniCentre

JOB SUMMARY

To deliver conference and meeting requirements and food and beverage services within UniCentre Events and Venues.

Areas of responsibility and task activity to include: co-ordinating client requirements; supervision and training of Events & Venues (E & V) team members; communicating effectively with the Food and Beverage Production/Operations and Events and Venues Administration teams to ensure Customer and Client satisfaction of the highest standard.

CUSTOMER SERVICE:

1. To ensure all venues in which events will be held (internal and external) are set up in a timely manner with the correct furniture, equipment and catering stations, as stipulated by clients and Events & Venues / Food and Beverage Management.

2. To ensure all equipment, including audio visual, tables and chairs, lights and other fixtures and fittings are correctly positioned, in good working order, and in a clean and well-maintained condition.

3. To ensure that clients are greeted and briefed in a friendly, professional manner and that clients are supported throughout their event including attention to changing or last minute requirements.

4. To execute events as per ‘Event Order’ and communicate any changes or last minute requests to all related parties.

5. To ensure that the delivery of food and beverage service is carried out to customer and client satisfaction and as described within such UniCentre Policies and Procedures as are distributed and amended from time to time.

6. To ensure that team members adhere to standard operating procedures in the delivery of service within Events and Venues operations.

7. To receive and report feedback from customers and clients and to actively make efforts to address any issues, seeking to identify continuous improvement opportunities wherever possible.

8. To perform audits and complete checklists on a regular basis as directed in areas of WHS compliance, maintenance identification and inventory control

9. Communicate where applicable by way of email, telephone and internal business systems (eg; Epro, Micros MC, etc) with internal/external stakeholders (including contractors) for the purpose of ensuring timely completion of repairs and associated administration.
FINANCIAL CONTROL:

10. To receive direction from the Events and Venues Manager in the areas of stock control (including maintenance of par stock levels) and wastage reduction with a view to maintaining and improving business efficiencies.

11. To be responsible for ensuring that all product and equipment is stored and used in a safe and secure manner and that inventories are checked on regular intervals as agreed and directed.

12. To follow and supervise applicable rostering controls including timesheet compliance. Where directed, to roster staff in line with company procedures and to identify areas of improved labour cost control.

PEOPLE AND CULTURE:

13. As may be directed from time to time by the E&V Manager, to deliver Work Group Meeting (UNI-ADM_TEM-015) sessions/training sessions to ancillary/casual employees.

14. To supervise the work of team members in the setting up and delivery of Food and Beverage services.

15. To communicate UniCentre goals and objectives to team members as required.

16. To work as a team member by participating in miscellaneous tasks as may be identified from time to time by the: Food & Beverage Manager; Events & Venues Manager; Senior Business Manager.

BUSINESS PROCESS AND INNOVATION:

17. Comply with Responsible Service of Alcohol during beverage service and report and maintain records as required by RSA legislation.

18. To inspect equipment on a regular basis, advising on maintenance and repair to ensure service continuity to agreed standards.

19. Where directed, to monitor standard operating procedures and work methods, ensuring consistent, high quality standards.

20. To follow systems and procedures contained within UniCentre’s Quality Assurance Programme as may be updated from time to time.

21. To carry out necessary administration tasks, including use of computers and software as prescribed.
OTHER:

22. To take part actively and positively in any quality accreditation (or other recognised standard) initiatives.

23. To undertake other such duties as are within the range of skills normally employed by an officer of this classification.

24. To work flexible hours to ensure that services are delivered efficiently, on time and in the best interests of the client. This will likely involve some weekend and evening work on a rostered basis.

WORK HEALTH AND SAFETY:

25. Ensure policies and procedures are implemented as per the Work Health and Safety Injury Management System (WHSIMS).

26. Investigate workplace hazards and ensure corrective actions are implemented.

27. Ensure areas of responsibility comply with WHS legislation and injury management policies and procedures.

28. Provide a consultative process for communication of WHS information allowing employee input into WHS issues.

29. Ensure staff are appropriately trained in WHS, standard work method statements and risk assessment.

30. Facilitate the preparation of standard work method statements with employees and ensure all tasks are conducted in a manner consistent with the standard work method statements.

31. Ensure standard work method statements are reviewed annually.

32. Provide advice and assistance on WHS issues within the unit and ensure workplace inspections are carried out as per schedule produced by the WHS Committee.

33. Monitor contractor WHS performance within area of responsibility.

34. Report WHS achievements and activities as required.

Signed: ___________________________        Date: ________________

Employee

Signed: ___________________________        Date: ________________

Manager
PERSON SPECIFICATION

1. Evidence of Supervisory Skills and Experience, to include numbers of staff for whom responsible and size/nature of events.
2. Clear commitment to Customer Satisfaction, including understanding of ‘Attention to Detail’, specifically with regard to Time Management and Service Delivery.
3. Professional approach to clarity of communication, including verbal and written (including email) abilities.
4. Disciplined approach to the delivery and recording of internal training requirements in line with Company Policies and Procedures.
5. Description of personal ‘Positive Attitude’ approach to achievement of work objectives. May include areas such as presentation and grooming, relationship with colleagues, etc.
6. Description of computer based literacy.
7. Working knowledge of (and demonstrated commitment to) Food Safety procedures and WHS requirements.
8. Personal explanation of ‘hands-on’ approach to team working, including description of physical capability for the role.
9. State if in possession of the following:
   • RSA
   • Food Safety Supervisor (FSS)
   • Driver’s License

All applicants are strongly advised to address each criterion individually in their application