

Position Description

Position title:	Food and Beverage Team Leader
Work location:	Civic Theatre or other location used for presentation of live performance or event.
Directorate:	Creative & Community Services
Reports to:	Food & Beverage Coordinator
Direct reports:	Nil
Salary Point:	8
Decision making:	Level 6 Management Hierarchy
Date revised:	January 2023

Council Overview

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Civic Services Service Unit is part of the Creative & Community Services Directorate and this role reports to the Food & Beverage Coordinator.

What's it like working at the City of Newcastle?

We are focused on making a difference in our community and achieving our vision of **creating a liveable, sustainable, inclusive global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

What is the focus of this position?

This position works collaboratively to provide our customers with a first-class experience of live performance, functions or events in our venues. This position leads a team of food and beverage service staff to provide outstanding standards of food and beverage service across a range of functions and event styles, while creating a safe, welcoming environment.

What you will be doing:

Responsible for efficient, proactive and high quality food and beverage service delivery including:

- Coordinate and supervise the entire food & beverage team for the assigned venue or function, correctly interpreting run-sheets to ensure smooth running of service delivery.
- Provide efficient service, aiming to exceed customer expectations at all times.
- Work closely with other team supervisors, such as kitchen or front of house.
- Supervise any allocated function, event, bar, café or meal service from pre-service preparation through to lock up.
- Reconcile all POS and tills at end of shift.
- Provide a knowledgeable and engaged team to respond positively to customer enquiries, proactively offering assistance and guidance.
- Assign staff to their roles and delegate tasks as needed.
- Provide on site coaching of team members to develop skills.
- Stay up to date with current trends.
- Undertake stocktakes of food and beverage provisions.
- Maintain venue presentation in line with established standards, including identifying, reporting and correcting any safety and maintenance issues as required.
- Understand and adhere to all requirements of the applicable liquor licence including ensuring all staff are fulfilling all RSA responsibilities.
- Ensure accurate and informative post event reporting is circulated to relevant departments.
- Maintain skills in relevant systems, such as POS and Venue software.
- Maintain a good knowledge of fire, safety and evacuation procedures and follow all workplace procedures.
- Contribute to work process improvement, effective teamwork and the high standard of live performance and event delivery. Actively improve skills and level of service to customers and clients.
- Ensure that workplace health and safety is a top priority in all aspects of your work.
- Communicate effectively with Executive Chef and Food & Beverage Coordinator.
- Any other accountabilities or duties as directed by the Manager which are within the employee's skill, competence, and training.

The essentials you'll need:

- Demonstrated capability to fulfil a supervisory role in food and beverage service, displaying excellent communication skills, excellent personal presentation, positive friendly demeanour and commitment to best practice customer experience.
- Significant experience leading a team in a busy functions and/or catering environment.
- Superior customer service skills with a strong commitment to providing the best possible outcomes for customers together with significant experience in customer facing venue operations and clear understanding of standard venue operational processes, WHS and fire safety rules and procedures.
- Proven ability to assist customers in a helpful, courteous and confident manner, resolve issues and stay calm under pressure.
- Demonstrated experience in cash handling, till and POS reconciliation.

- High level attention to detail including ability to work accurately from a detailed run sheet.
- Open to learning and always looking for ways to improve service delivery, and with the ability to establish good working relationships and support and co-operate with others.
- Available to work shifts during the day, night and over weekends as well as flexibility to work a broad span of hours and at short notice where required.
- Responsible Service of Alcohol (RSA) Licence.

Other valuable skills you may have:

- Relevant tertiary qualification in hospitality or event management or equivalent.
- Applied barista experience in a fast-paced environment.
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- Experience in multifaceted arts environment.
- Ability to interpret event reports/run sheets to facilitate the smooth running of show night and other catered events.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	