

POSITION DESCRIPTION

Position title:	Functions Supervisor
Department:	Operations
Reporting to:	Senior Functions Supervisor
Supervises:	HostCo and Casual Functions Staff Agency Functions Staff Cleaning and Maintenance Personnel Third Party Event Suppliers Security Staff
Employment type:	Full Time
Classification:	Level 3.1 Higher Education Industry – General Staff Award 2010
Conditions:	38 hours per week. Will include weekends and nights as dictated by business requirements. Eligible for laundry allowance.

POSITION PURPOSE

Functions Supervisor is a hands-on position, the role is responsible for day-to-day set up and execution of HostCo's functions and events. This involves shifts on weekends, nights, and public holidays. This position is the frontline/face of the business and must portray the quality and professionalism of the brand in everything we do.

This is an autonomous role working within a team and reporting to the Senior Functions Supervisor. It is responsible for the appropriate control of costs and labour resources to successfully deliver on clients' needs on a day-to-day basis.

Key Result Areas	Key Tasks	Key Performance Indicators
Event Delivery & Function Management	<p>Be able to respond quickly and accurately to client requests and queries.</p> <p>Have an understanding and ability to identify sales process and iVvy event software system.</p> <p>Understanding of Event Sheets and setup needs</p> <p>Supervision of the day-to-day forecasting for equipment and staff resources needed for a function.</p>	<p>Respond to specific client needs in a timely manner.</p> <p>Understands the sales process and software appropriately.</p> <p>Understands Events Sheets are 100% accurate, set up meets and to HostCo Standards.</p> <p>Issues resolved pro-actively and in timely manner.</p>

	<p>Proactively support HostCo and wider USU in all events, including supervision of event staff and their activities.</p> <p>Responsible for communicating with Sales, OPS, BOH to keep them up to date with needs of client with respect to menu requirements, special requests, facilities, and other arrangements.</p>	<p>Forecasting accurate and all needs met.</p> <p>Client requirements are met, with time built in to resolve any challenges.</p>
Resource Management	<p>Effective management of staff and appropriate use of labour resources to ensure adequate staffing levels to meet demand and cost allocations.</p> <p>Identify to Functions Manager/ Operations Manager any areas of improvement to reduce labour cost if appropriate and which do not result in existing staff burn-out and excessive hours.</p> <p>Ensure that rosters are completed and distributed in a timely manner.</p> <p>Ensure that all service, cash handling procedures are followed as per HostCo Standards</p> <p>Ensure the recording and reporting of any large breakages and maintenance requirements of equipment.</p> <p>Ensure beverage is counted and usage reported for each event.</p> <p>Appropriate use of labour to keep in line with event costs, maximize productivity where possible. Monitor staff working hours and wellbeing.</p>	<p>Rosters are issued 2 weeks in advance and reflect the appropriate demands the weeks event schedule. Periods of annual leave are managed so as not to negatively impact business activity.</p> <p>Follow HostCo POS and cash handling procedure.</p> <p>No contract labour expenses unless already budgeted for or unavoidable and agreed.</p> <p>No gaps in roster or customer service</p> <p>Labour hours and COGS meet or are lower than budgeted targets without compromising the HostCo standards and values or staff wellbeing.</p>
People Management, Supervision & Development	<p>Continual leadership, development, and motivation of your FOH Team</p> <ul style="list-style-type: none"> • Provide recognition and support, and delegate tasks as appropriate. • Encourage team to actively contribute ideas and take responsibility for work. • Provide ongoing coaching and mentoring to staff. • Support Operations or Functions Manager with People & Culture admin, 	<p>Overall improvement in staff engagement and culture reflected in the retention of key staff and Staff surveys illustrating a positive, collaborative, and consultative culture with high levels of engagement.</p> <ul style="list-style-type: none"> • Team members undertake relevant training improving

	<p>including payroll and recruitment admin, for staff within area of responsibility.</p> <ul style="list-style-type: none"> • Management of staff rosters • Provide effective, consistent, and regular performance feedback and address performance issues in a timely manner to maximise individual and team outcomes, working with Function manager where necessary. • Lead-by-example and drive procedural discipline at each event. • Ensure all staff maintain USU Operational Standards and People & Culture Policies, this includes Cash Handling, Body Piercing and Uniform Policies, etc. <p>Identify recruitment needs in line with the strategic vision for HostCo.</p> <p>Responsible for productivity, performance and conduct of team members, ensuring that they meet agreed customer service standards and Code of Conduct.</p> <p>Recommend to Functions Manager / Operations Manager appropriate training for staff as required.</p> <p>Proactively communicate to and discuss with the People & Culture team any staff training needs.</p> <p>All team members fulfil identified training requirements.</p> <p>All team members have appropriate qualifications and certifications for their role as per regulatory and/or USU requirements.</p> <p>All training records and certificates are forwarded to the People & Culture team within 1 week of receipt.</p>	<p>their skills and effectiveness.</p> <ul style="list-style-type: none"> • Team members receive regular feedback enabling improvements in performance or appreciation and encouragement of their efforts, leading to improved staff retention. • Individuals work together and offer new ideas. • Accurate and timely completion of payroll data through time and attendance systems <p>Ensure all concerns are documented and escalated to the Operations Manager for further review and action.</p> <p>Employee relations/performance issues are resolved promptly and in line with USU policies and procedures.</p> <p>Team members are provided with ongoing coaching and training in line with training matrix.</p> <p>HostCo processes are in line with the Operations Manuals and agreed HostCo Standards</p> <p>Team member presentation meets and exceeds USU presentation standards, in line with Uniform Policy and other guidelines. No team member on floor if not aligned with these standards.</p> <p>Nil cash variances or shortages, 100% compliant with USU Policies and all staff are</p>
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		<p>immaculately always presented.</p> <p>Staff training needs are clearly outlined to/discussed with manager and People & Culture team at least annually but as necessary.</p> <p>All staff are appropriately certified and required re-certifications are completed on time.</p>
Client Service	<p>Ensure our clients are satisfied with every event through the enthusiastic, successful organisation and running of their event.</p> <p>Ensure events and functions are correctly set up and executed per our clients' requests and quality of offering is not compromised on.</p> <p>Ensure staff understand required high levels of customer service and pass any customer issues on to Senior Functions Supervisor/Group Executive Chef.</p> <p>Action the appropriate service recovery to ensure that all customer service issues are resolved at site. Escalate directly to Senior Functions Supervisor if required.</p>	<p>Minimise client complaints and ensure all issues are resolved in the client's satisfaction.</p> <p>Events and functions are correctly set up and executed.</p> <p>Client feedback is 100% positive.</p>
Regulatory compliance	<p>Ensure all staff understand and are compliant with:</p> <p>HACCP WH&S Cash handling HR policies</p> <p>Ensure the responsible service of alcohol as per NSW Liquor Act and Alcohol Policy.</p>	<p>All work meets HACCP and USU policy requirements.</p> <p>Administration and compliance issues are completed or managed according to procedure.</p> <p>Fully up to date outlet RSA Register.</p>
Venue & Systems Maintenance	<p>Accurately maintain all "in house" operating systems.</p> <p>Manage and maintain AV and Air-conditioning controls.</p>	<p>Client IT requests are dealt with promptly with minimal disruptions.</p> <p>AV set up and ready prior to each event / function.</p>

	<p>Plug in and setup client IT equipment to appropriate requirements, troubleshooting as necessary.</p> <p>Ensure that building maintenance and cleaning issues are addressed and escalated before each event where necessary.</p> <p>Ensure each venue completes opening and closing daily tasks.</p>	<p>Good understanding of AV connection and trouble-shooting with issues resolved where possible.</p> <p>All venues are clean and maintained as per HostCo Standards.</p>
Administration	<p>Ensure schedules / timesheets and approval of staff shifts are completed through Employment Hero/Workzone</p> <p>Create day-to-day task/event handover for casual staff.</p> <p>Ensure the recording / reporting of appropriate changes to event setups and additional costs incurred during events.</p> <p>Manage accounts receivables and payables.</p>	<p>Employment Hero/ workzone fully approved for weekly pay runs.</p> <p>Nil paperwork issues.</p> <p>Invoices are checked and processed to accounts payable, with the correct code.</p>
Other	Other duties as directed by Senior Functions Supervisor.	
Work Health & Safety (WHS)	<p>Conduct all work in a safe manner.</p> <p>Comply with all WHS policies, procedures, and instructions.</p> <p>Report all incidents and hazards immediately to Supervisor and People & Culture Department</p> <p>Ensure the correct usage of equipment and maintenance of safety devices and personal protective equipment</p>	<p>All incidents and hazards reported immediately.</p> <p>All WHS instructions, policies and procedures complied with</p> <p>Incidents are investigated and appropriate documentation is immediately forwarded to People & Culture</p> <p>All HACCP/Food Safety program requirements complied with</p>
Demonstrate commitment to the department and USU as a whole	<p>Shows a willingness to assist others – both within own department and in other areas.</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Manager.</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite, and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed.</p> <p>Attends and interacts constructively at meetings.</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements.</p>

		All interactions are professional, respectful, polite, and courteous
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This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

ESSENTIAL CRITERIA

- At least two years of previous demonstrated supervisory experience of at least 10 wait / bar staff.
- At least 2 years' experience supervising high volume event / wedding / conference type functions.
- Demonstrated understanding of client and customer service and high level of verbal and written communication skills.
- Must have a passion for food and wine.
- Experience in working with integrated AV systems with a good degree of IT trouble shooting expertise.
- Experience in managing client needs and forming ongoing relationships.
- Strong organisational and problem-solving skills.
- Flexibility with regard to hours worked and availability to work weekends regularly.
- Understanding of HACCP procedures or food safety programs.
- Current Responsible Service of Alcohol (RSA) competency photo card.
- Current NSW provisional or above driver's licence.

DESIRABLE CRITERIA

- Tertiary qualifications in event and hospitality management.
- A commitment to and understanding of the Union, its roles and relationship to the university.
- Previous experience ordering stock and effectively managing stock levels.
- Previous demonstrated experience in developing and working to process and procedure documents.
- A general knowledge of industrial and Work Health and Safety legislation.

PHYSICAL REQUIREMENTS

Required frequently: standing, walking, bending, reaching.

Required occasionally: kneeling, squatting, and lifting.

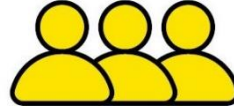
OUR VALUES



Respect



Innovation

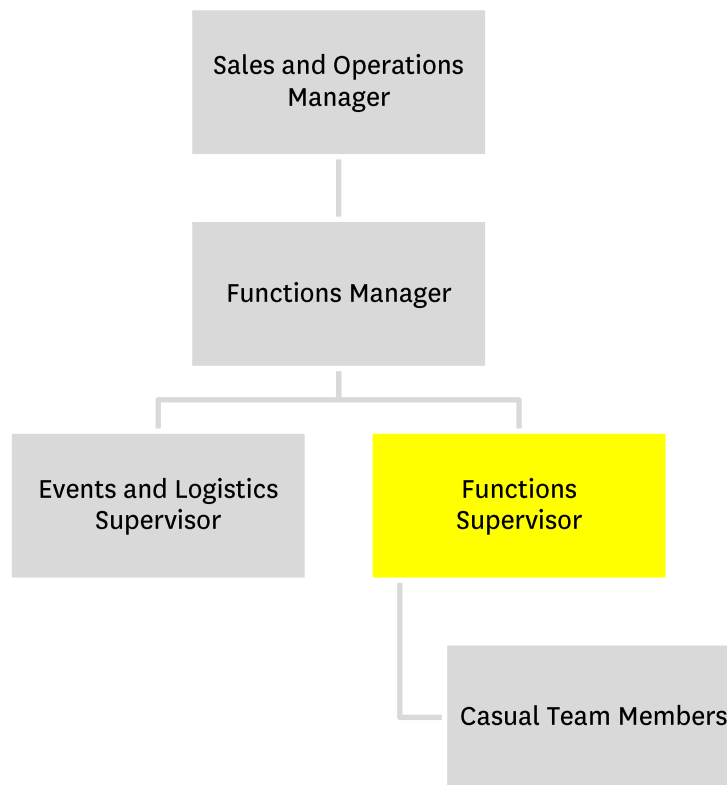


Collaboration



Honesty

TEAM STRUCTURE



Compiled by:	Sales and Operations Manager	Date:	February 2024
Authorised by:	People & Culture	Date:	February 2024
Current Employee Signature:			Date: