

POSITION DESCRIPTION

Position title:	Functions Supervisor
Department:	Operations
Reporting to:	Functions Manager
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 2.2 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 that 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

The autonomous role working within a team and reporting to the Functions Manager and the appropriate control of costs and labour resources to successfully deliver on clients' needs.

Key Result Areas	Key Tasks	Key Performance Indicators
Event	Be able to respond quickly and accurately to client requests and queries Have an understanding and ability to identify sales process and iVvy event software system Understanding of Event Sheets and setup needs	Respond to specific client needs in a timely manner
Leadership and Supervision	Continual leadership, development and motivation of the functions team members, leading by example and setting expectations and standards to be followed	Employee relations/performance issues are resolved promptly and in

	<p>Day-to-day responsibility for productivity, performance and conduct of team members.</p> <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 any areas of improvement to reduce labour cost</p> <p>Recommend to Functions Manager appropriate training for staff as required</p> <p>Ensure that rosters are completed and distributed in a timely manner</p> <p>To monitor staff and ensure they are appropriately presented at all times, in line with Uniform Policy</p> <p>Ensure that all service, cash handling procedures are followed as per Hostco Standards</p>	<p>line with USU policies and procedures</p> <p>Team members are provided with ongoing coaching and training in line with training matrix</p> <p>Rosters are distributed no less than 1 week in advance and reflect the appropriate demands the weeks event schedule</p> <p>Team member presentation meets and exceeds USU presentation standards</p> <p>Ensure no staff member enters the floor who does not represent the Uniform Policy or Brand guidelines</p> <p>Follow HostCo POS and cash handling procedure</p>
Client Service	<p>To enthusiastically satisfy our clients with every event through successful organisation and running of their event</p> <p>To ensure events and functions are correctly set up and executed per our clients requests and never compromise on quality of offering</p> <p>To ensure staff understand high levels of customer service and pass any customer issues on to Functions Manager/Group Executive Chef</p> <p>The use of appropriate service recovery to ensure that all customer service issues are resolved at site. Escalate directly to Functions Manager if required</p>	<p>Minimise client complaints and ensure all issues are resolved in the client's favour</p> <p>Events and functions are correctly set up and executed</p> <p>Client feedback is 100% positive</p>
Cost Control	<p>Ensure to record and report any large breakages and maintenance requirements of equipment</p>	<p>Labour hours and COGS meet or are lower than budgeted targets without compromising</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.</p>	<p>the HostCo standards and values</p>
Regulatory compliance	<p>Ensure all staff understand and are compliant with:</p> <ul style="list-style-type: none"> HACCP WH&S Cash handling HR policies <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>
IT / AV Requirements	<p>All "in house" operating systems are accurately maintained</p> <p>Manage and maintain AV and Air-conditioning controls</p> <p>Plug in and setup client IT equipment to appropriate requirements, troubleshooting as necessary</p>	<p>Dealing with client IT requests in a quick manner with minimal disruptions</p> <p>AV set up and ready prior to each event / function</p> <p>Understanding of AV connection and trouble shooting</p>
Functions Management	<p>Complete all set up and pack down activities on time and to HostCo standards and brand expectations</p> <p>Supervise successful running of each function including managing the activities of Event Staff</p> <p>Setting of rooms to meet client needs on time</p> <p>Management of stock including liquor, linen, food and any other specific equipment required to execute an event / function</p> <p>Managing any logistical needs for external event / functions</p>	<p>Every event set up and packed down on time and to HostCo standards</p> <p>Pre-event briefing completed for every event and allocation of staff to specific tasks</p> <p>Wastage minimised</p> <p>Development of relationships with event clients / guests</p>

	Work closely with event organisers / key personnel to ensure the successful delivery of all aspects of the event	
Administration	<p>Completion of schedules / timesheets and approval of staff shifts through Employment Hero/workzone</p> <p>Ensure to record / report appropriate changes to event setups and additional costs incurred during events</p>	<p>Employment Hero/ workzone fully approved for weekly pay runs</p> <p>Nil paperwork issues</p>
Staff Development	<p>Take on a mentoring role with staff members</p> <p>Having staff emulate the standards you set</p> <p>Being and approachable support for staff to confide in</p>	<p>Ensuring a happy, healthy, efficient, cohesive and confident team</p> <p>Promotion of 100% positivity within the team</p>
Other	Other duties as directed by supervisor / manager	
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
- Understanding of HACCP procedures or food safety programs
- Current Responsible Service of Alcohol (RSA) competency photo card

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
- Current NSW provisional or above driver's licence

PHYSICAL REQUIREMENTS

Required frequently: standing, walking, bending, reaching

Required occasionally: kneeling, squatting, lifting up to 15 kilograms

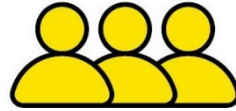
OUR VALUES



Respect



Innovation

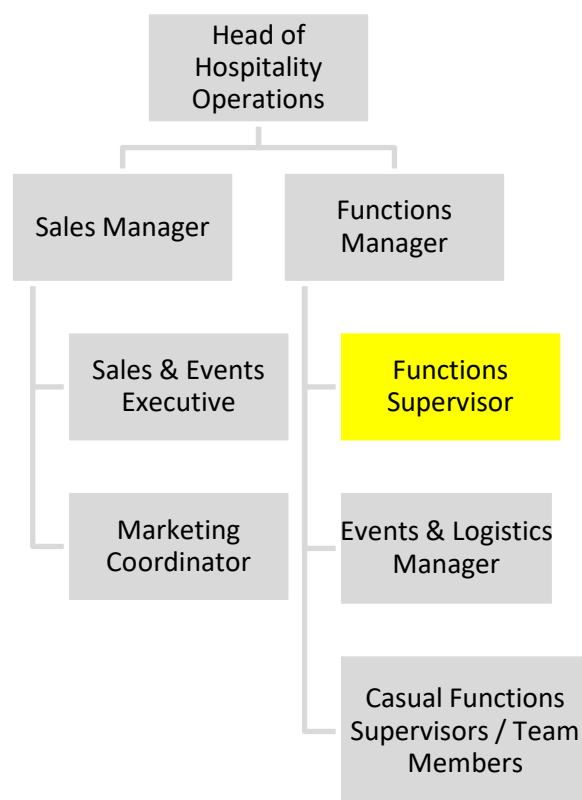


Collaboration



Honesty

TEAM STRUCTURE



Compiled by: Sales Manager Date: Nov 2022

Authorised by: People & Culture Date: Nov 2022

Current Employee Signature: _____ Date: _____