

# Job Description

VENUES WEST

## Position details:

<b>Title:</b>	Catering Operations Manager	<b>Position Number:</b>	05202
<b>Classification:</b>	Level 7		
<b>Branch:</b>	Commercial		
<b>Directorate:</b>	Venue Management		
<b>Award/Agreement:</b>	VenuesWest General Agreement		
<b>Reports to:</b>	Manager Catering		
<b>Direct Reports:</b>	Functions Supervisor Catering Events Supervisor Catering Operations Supervisor Food and Beverage Attendant (casuals)		
<b>Special Conditions:</b>	Required to work outside of normal hours and weekends		

## About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high-performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

## About the VenuesWest Way

**The VenuesWest Way guides the way we work and the way we model our behaviour.**

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



## About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest's self-managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

## About the Role

The Catering Operations Manager manages the operations of large-scale catering functions and events and develops effective business operations to ensure best practice results in cost effective management and control of catering operations.

## About the Responsibilities

*VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.*

### Operational

- Oversees the management of all catering events, functions and café operations.
- Maintains a physical presence on the floor and for events as required in the role of support for the operational team.
- Acts as licensee representative as Approved Manager for all major events
- Achieves budgeted cost of goods/food and beverage targets and takes corrective action when required (i.e., inventory management, waste management and or price setting at site level).
- Coordinates the stock management process (ordering, good inwards, internal movement and transfers and monthly stock takes) to ensure correct and efficient stock control.
- Coordinates cash management processes to ensure effective procedures are in place and all reconciliation problems are resolved.
- Provides catering team with regular communication about operational issues and client feedback.
- Coordinates catering rosters as costed to forecasted revenue to meet KPI's as set by the Catering Manager.

### Digital Systems Management

- Coordinates the stock management system overseeing supplier requirements, recipe management, procurement, and reporting.
- Coordinates the Point-of-Sale System, back office and EFT functions
- Oversees the accurate data management of catering requirements in event and booking management system
- Oversees the accurate data management of catering contractors in contractor management system
- Ensures proficiency in the use of all VenuesWest systems and provides other catering employees with the tools to become proficient.

### Sales and Marketing

- Assists the Catering Manager in implementing strategies to achieve high client satisfaction and contract retention.
- Monitors customer survey results and implements corrective action where required.
- Develops and implements strategies for improving the delivery of quality products and services and increasing volumes and margins whilst maintaining expense control.
- Understands and shares with Managers, information about the product delivery, the market and its competitors.
- Develops and implements effective merchandising strategies to maximise sales.

### Administration

- Assists in the preparation of budgets and monitoring of financial performance.
- Promotes innovation to drive down costs and embed a culture of cost control.
- Identifies and evaluates options for improved budget performance and to incrementally improve business performance.
- Assists in the planning and delivery of catering capital projects.
- Documents standards and operating procedures for catering operations.

### People and Safety

- Plans ongoing staffing requirements and ensures recruitment of staff in line with VenuesWest policies and procedures.
- Provides direct reports with the tools to induct new staff effectively.



- Provides support and coaching to new direct reports in catering operations.
- Assists in ensuring the annual Performance Development Planning process is implemented for all catering staff, including monitoring and assessment during probation.

### Workplace Safety & Health and Hygiene

- Assists the Catering Manager in identifying and managing risks within the catering operations within the VenuesWest Risk Management Framework.
- Oversees compliance with OSH, Environment and Food Safety legislation.
- Ensures safe food practices are documented, implemented and that catering operations are following safe food practices.
- Ensures all work undertaken by the Catering branch, and relevant contractors is undertaken in a safe manner in compliance with relevant policies and legislation.
- Ensures that direct and indirect reports understand their obligations under the *WHS Act* and any relevant Policies and Procedures applicable to the work being undertaken.
- Ensures all risks, hazards and incidents are reported and control measures are actioned appropriately.
- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training, and assumes responsibilities as required or directed.

### Other

- Other related duties as required.

## About the Person

The following **essential** capabilities are to be addressed in the context of the responsibilities of the position:

1. Previous demonstrated experience in managing operations within a catering environment including:
  - strong commercial acumen with the ability to manage and achieve budgets.
  - strong hospitality acumen across variety of catering formats.
  - Previous experience in coordinating stock management and point of sale systems ability to identify opportunities for business operation improvements; and
  - experience as an Approved Manager.
2. Supports shared purpose and direction by understanding the work environment, contributing to team planning, analysing information and identifying risks and uncertainties in procedures and tasks.
3. Monitors own progress against performance expectations, demonstrates knowledge of new programs, products and services and works to agreed priorities responding to changes in requirements to ensure results are achieved.
4. Supervises, directs and develops people within the team and builds and maintains relationships with colleagues and clients by sharing information, contributing to team discussions to ensure others are kept informed.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct, providing accurate information, maintaining effective performance in challenging situations, taking responsibility for completion of work and seeking self-development opportunities.
6. Communicates clearly; both orally and in writing, structuring messages clearly and succinctly and listening to differing ideas and understanding issues.
7. Ensures roles and responsibilities are clearly communicated to establish clear performance standards and deadlines; Recognises and develops potential in team members and provides constructive feedback; Promotes change processes and communicates change initiatives across the team/unit.

The following **desirable** capabilities are to be addressed in the context of the responsibilities of the position:

1. Previous experience managing the operations of large format retail catering functions and events.
2. Previous experience with a digital booking system, preferably Ungerboeck.
3. Previous experience with a Point of Sale and Stock Management System, preferably Power EPOS and Predictile.



## Qualifications / Certifications

### Essential:

- Completion of course in Liquor Licensing (51544) and ability to become Approved Manager; or capacity to obtain within 3 months of commencement
- HACCP Food Safety Supervisor Certification: or capacity to obtain within 3 months of commencement

### Desirable:

- Tertiary qualification in Hospitality Management, Business Management or related discipline
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL); Employment Conditions and Eligibility

### Appointment to this position is conditional upon:


- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

**Important note:** The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

## Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.		
Doug Hamilton General Manager Commercial		Date Approved: 24 / 05 / 23
As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
Employee Name:		Date Appointed: ...../...../.....
Signature:		Date Signed: ...../...../.....

