



POSITION DETAILS

Position Title

Food and Beverage Supervisor

Classification Level

Level 5

Division/Directorate

Venue Operations

Physical Location

His Majesty's Theatre

Employment Type

Casual

Position Number

Various

Award/Agreement

Restaurant, Tearoom and Catering Workers' Award, or any other prevailing industrial instruments

Branch/Section

Hospitality Services

Effective Date

16/08/2021

Employment Status

Full time

REPORTING RELATIONSHIPS

Position reports to

15117, Hospitality Operations and Café Coordinator – VMA 09

Positions reporting to this position

Casual Food and Beverage Attendants

PURPOSE OF THE POSITION

The Food and Beverage Supervisor is responsible for the successful delivery and business operation of the Hospitality department, in liaison with the Hospitality Operations and Café Coordinator. The position will focus on delivering an integrated front of house hospitality service, maintaining high levels of customer satisfaction, controlling stock, floats and all associated equipment.



ABOUT THE PERTH THEATRE TRUST

The Perth Theatre Trust (PTT) is a statutory authority established and constituted under the *Perth Theatre Trust Act 1979* to oversee the management and operation of theatres vested or leased to PTT by the State Government.

PTT is responsible for the care, control, management, maintenance, operation and improvement of theatres under its control which currently includes the Albany Entertainment Centre, His Majesty’s Theatre, Subiaco Arts Centre and State Theatre Centre of WA.

PTT is part of the Culture and Arts Division, brought together by the Department of Local Government, Sport and Cultural Industries (DLGSC).

ORGANISATION	MISSION	VISION	VALUES
DLGSC	To enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.	Creating a vibrant, inclusive and connected WA community.	Customer Focused Responsive Respectful Accountable Innovative
PTT	To offer wide-ranging arts experiences in well-managed venues	To have vibrant, full theatres	Creativity Respect Service

DUTIES OF THE POSITION

This section outlines the essential results and outcomes required of an individual in this position.

1. POS and cash register operation and programming.
2. Order stock as required to meet operational demands.
3. Safe and cash management - daily and weekly reconciliations.
4. Undertake monthly stocktake and reconciliation.
5. Control of wastage and maximisation of shelf life of products using correct storage techniques.
6. Develop the weekly roster for all hospitality staff and attend staff meetings as required.
7. Complete up to date function consumption and feedback reporting.
8. Liaise with all other departments in relation to event requirements.
9. Awareness of emergency evacuation procedures and the ability to provide client briefings.
10. Maintain a safe workplace, utilising the MyOsh system when required.
11. Carry out approved managers duties whilst on shift and ensure responsible service of alcohol.
12. Other duties, as required that fall within the parameters of the position.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the Department's Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

This section outlines the requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

Essential

- 1. Role Specific**
 - Minimum three years' experience as a Food and Beverage Supervisor.
 - Demonstrated experience in customer service and food and beverage operations at a Supervisory level.
 - Highly proficient in the Microsoft suite (including Outlook, Word and Excel).
 - Familiarity with incident management protocols and OH&S guidelines.
- 2. Shapes and Manages Strategy**
 - Ability to think logically with attention to detail, and problem solve to meet operational expectations.
- 3. Achieves Results**
 - Demonstrated ability to maintain high levels of cleanliness and presentation, keeping all work areas both front and back of house clean and in working order.
- 4. Builds Productive Relationships**
 - Demonstrated ability to take initiative, efficiency, and exceptional time management skills through timely responses and resolutions for clients.
- 5. Exemplifies Personal Integrity and Self-awareness**
 - Ability to understand and operate within the mission, vision and values of the Department.
- 6. Communicates and Influences Effectively**
 - Well-developed communication and collaborative skills with proven ability to liaise with a variety of individuals.

Desirable

1. Diploma in hospitality management or related hospitality discipline would be an advantage, but not essential.
2. First Aid certificate



ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

Special Conditions

- PTT operates in a 7 day a week environment and there may be the requirement to work weekends and after normal business hours.

Appointment is subject to:

- 100 point identification check;
- Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement (within the last 6 months);
- Approved Unrestricted Manager’s Licence and RSA.

Training:

- Complete induction within three months of commencement.
- Complete Cultural Awareness training within 3 months of commencement.
- Complete Accountable and Ethical Decision Making Training within 6 months.
- Complete any training specific to the role required by Departmental policy.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and requirements of this position.

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Corporate Executive Representative Signature

Date (DD/MM/YYYY)

I have read and accept the responsibilities of the Job Description Form.

The position’s duties are to be performed in accordance with the Department’s Code of Conduct.

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Employee Signature

Date (DD/MM/YYYY)