



ARTS AND CULTURE TRUST

JOB DESCRIPTION FORM

POSITION DETAILS

Position Title	Venues Hospitality Operations Coordinator
Position Number	14598
Classification Level	UNK76 - Wages
Award/Agreement	Restaurant, Tearoom and Catering Award WA or any other prevailing industrial instruments
Division	Venue Operations
Branch/Section	Hospitality Services
Physical Location	State Theatre Centre WA
Effective Date	3/01/2022
Employment Type	Fixed-Term
Employment Status	Full time

REPORTING RELATIONSHIPS

POSITION REPORTS TO

Manager Hospitality	Position 15115	UNK76
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POSITIONS REPORTING TO THIS POSITION

Casual Food and Beverage Team	Various Positions	Level 1-5
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PURPOSE OF THE POSITION

The Venues Hospitality Operations Coordinator is responsible for the successful delivery and business operation of all retail hospitality services and functions across the Arts and Culture Trust (ACT) venues. The position will focus on delivering an integrated front of house hospitality service, maintaining high levels of customer satisfaction, supervising hospitality staff, controlling stock, floats and all associated equipment.

DUTIES OF THE POSITION

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

1. Supervision of all hospitality services including recruitment, staff supervision and training of duty managers and hospitality staff.
2. Implementation of all team development and statutory training.
3. Delivering functions including running, coordinating and client communication.
4. Accountability for hospitality business operations including finance reporting, cost control and cash handling processes.
5. Rostering and payroll management.
6. Support the development, improvement and implementation of hospitality business operations including keeping up to date with relevant technology and hospitality research.
7. Promoting customer relations by displaying a positive attitude and client service focus, identifying needs and meeting client expectations.
8. Contribute to hospitality marketing, advertising and promotion materials and implementation.
9. Driving retail sales through prompt service utilising point of sale throughout venues.
10. Monitoring sales outlets and managing hospitality initiatives by ensuring measurement and financial accountability of initiatives.
11. Developing and maintaining hospitality service standards.
12. Ensuring adherence to Occupational Health and Hygiene, RSA, Food Safety, administration processes and other legal liquor licensing procedures, policies and guidelines.
13. Utilising Ungerboek (finance system) to record actuals, consumption sheets and reports at the conclusion of event orders.
14. Review invoices ready for processing to accounts.
15. Other duties as required that fall within the parameters of the position

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

1. Complies with the Code of Conduct, policies and procedures and relevant appropriate legislation; and
2. 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

- Extensive experience managing hospitality operations. Preferably in the arts and/or entertainment industry.
- Demonstrated understanding of Occupational Health and Safety as it relates to food safety requirements.
- Understanding of Responsible Service of Alcohol practices and approved manager's certificate.

2. Shapes and Manages Strategy

- Understanding of financial management, budget and business reporting.

3. Achieves Results

- Demonstrated ability to manage professional client relationships.

4. Builds Productive Relationships

- Demonstrated sound communication and interpersonal skills, including the ability to deal effectively with a wide range of clientele.

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

- Demonstrated team management and supervisory skills, including the ability to motivate and develop staff.

DESIRABLE

1. Other skills, experience and knowledge desirable in the role

- Understanding of Business Management procedures.
- Current Food Handler's Certificate.
- Experience in employee roster allocation and employee reports using Humanforce (TimeTarget).
- Experience using Ungerboek.

ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

SPECIAL CONDITIONS

ACT 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).

Current Responsible Service of Alcohol certificate.

Approved Manager's Licence.

TRAINING

Complete induction within three 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.

Corporate Executive Representative Signature Enter text.

Date Enter a date.

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.

Employee Signature Enter text.

Date Enter a date.

ABOUT THE ARTS AND CULTURE TRUST

The Arts and Culture Trust (ACT) was established on 1 July 2022 when the Arts and Culture Trust Act 2021 was proclaimed, replacing the Perth Theatre Trust (PTT).

The ACT will continue to manage the theatres formerly managed by PTT:

His Majesty's Theatre

Subiaco Arts Centre

The State Theatre Centre of Western Australia

The Albany Entertainment Centre

The new authority will oversee all types of art and cultural assets other than just theatres, and apply a State-wide lens to engagement, business activities and presentation of productions for the arts and the community.

ORGANISATION	MISSION	VISION	VALUES
Arts and Culture Trust	To offer wide-ranging arts experiences in well-managed venues	To have vibrant, full theatres	Creativity Respect Service