

Job Description

VENUES WEST

Position details:

Title:	Catering Manager	Position Number:	05201
Classification:	Level 9		
Branch:	Commercial		
Directorate:	Venue Management		
Award/Agreement:	VenuesWest General Agreement		
Reports to:	General Manager Sports & Events		
Direct Reports:	Catering Operations Manager Executive Chef Retail Supervisors Catering Events Supervisor Functions Bookings Officer Administration Officer		
Special Conditions:	Outside of hours and weekend work as required		

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 Manager builds and maintains strong client and stakeholder relationships and leads the catering team in the delivery of safe and effective catering operations ensuring high quality customer experiences, optimisation of venue usage and maximisation of financial returns.

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.

Management

- Manages the Catering team across the VenuesWest portfolio of self-catered venues including human, financial, technological and physical resources to build, develop and maintain an effective team.
- Participates in the formulation and delivery of the Business Plan in line with corporate direction, policies and strategies.
- Responsible for the preparation of budgets and approval of expenditure.
- Manages, monitors and reports on the financial performance of the catering team and takes corrective action where required.
- Implements policy, standards and operating procedures to manage the delivery of food and beverage services, both ongoing as well as functions, events and services.
- Conducts analysis of sales systems and processes within Catering Sales and Function sales and implements continuous improvement actions as required.
- Establishes and implements the Catering Sales and Function sales strategy including facilitating continuous improvement through ongoing monitoring of the strategies to respond proactively and drive continuous improvement. Reports against target areas and goals related to the KPI framework.
- Assists with the implementation of change management strategies required to achieve corporate objectives.

Operational Management

- Sets and achieves budgeted cost of goods / food targets and takes corrective action when required.
- Drives operational efficiencies to ensure labour costs are within set targets.
- Promotes innovation to drive down costs and embed a culture of cost control.
- Identifies and executes plans to optimise profit and achieve improved and sustainable business results.
- Develops the financial and operational requirements of budgets across cafes, catering sales and catering administration and supports the sports and events budget modelling of food and beverage.
- Develops catering packages based on assessment of market trends with a focus on selling to maximise revenues.
- Ensures timely and accurate billing of clients.
- Actively monitors the financial and operational performance of the catering business and adjusts resources to meet budgetary and operational constraints.
- Ensures proficiency in the use of VenuesWest systems; provides the tools and ensures staff are proficient with and implementing systems to the required standard.
- Maintains knowledge of and ensures that VenuesWest catering complies with WHS, Environment, Liquor Licensing and Food Safety legislation.



- Manages asset maintenance and replacement across its lifecycle and develops project plans for asset replacement
- Remains current with trends in the food and beverages industry and promotes change where appropriate to leverage opportunities in the market to maximise sales and improved customer experience.

Client and Stakeholder Management

- Builds strong relationships with clients; develops a thorough understanding of all contractual requirements and conducts regular in-depth business reviews.
- Reviews potential bookings and determines availability, capacity, menu appropriateness and logistic considerations prior to confirmation with the client.
- Leads communications and liaison with Racing, Gaming and Liquor to ensure compliance with liquor licensing requirements.
- Implements strategies for achieving high client and customer satisfaction.
- Monitors customer service results and feedback and implements corrective action where required.
- Develops strategic plans that consider the human resources, operational budget, capital budget and stakeholder collaboration required to respond to developing customer satisfaction and strategic client initiatives.
- Manages introduction of new innovations for business development, business improvement and client satisfaction.
- Negotiates commercial terms across all food and beverage suppliers.
- Represents VenuesWest in negotiations, discussions and consultations with customers, suppliers and stakeholders.
- Provides support to the sales and tender process as needed.
- Represents VenuesWest through attendance at industry network and trade events as required.
- Coaches team members to ensure selling and cross selling of additional services to clients and customers.
- Establishes and maintains constant liaison with other Directorates to ensure the enhancement and successful delivery of services.

People Management

- Leads the Catering Team by modelling high standards of performance and behaviour and aligning these standards to VenuesWest's cultural values.
- Establishes and maintains a positive workplace culture within the Catering Team and contributes positively to VenuesWest's wider workplace culture.
- Plans ongoing staffing requirements in response to operational needs.
- Drives recruitment effort for the Catering Branch as required in accordance with VenuesWest Policies.
- Identifies and fosters individual talent and develops opportunities both within and beyond the Catering Team for role enhancement.
- Manages and monitors the induction, rostering, training, coaching, support and performance of staff within the team.
- Actively manages appropriate human resource change processes as required.
- Ensures tools are in place to induct new staff into the catering team and provides People Managers with the time to induct new starters.
- Ensures the annual Performance Development and Planning process is implemented for all catering staff, including monitoring and assessment during probation

Workplace Safety & Health and Hygiene

- Exhibits leadership in occupational health and safety, liquor licensing and food safety practices.
- Ensures catering operations are managed safely and in line with VenuesWest WHS systems.
- Ensures catering operations follow safe food practices (food safety policies and procedures; hygiene and food safety legislation and food safety programs).
- Identifies and manages risks within the VenuesWest Risk Management Framework.
- Authors and collaborates on the development of food and liquor related policy and procedure in support of VenuesWest's demonstration of best practice and alignment with current policy.



- Leads and ensures the catering management group demonstrate currency of knowledge and work practice in relation to WHS legislation.
- Assumes the lead role in VenuesWest in relation to liquor licensing, HACCP and WHS across all operating modes inclusive of static cafes, events and catering events.
- 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.

Digital Systems

- Develops and manages the integrated POS, stock, finance, purchasing and bookings systems.
- Coordinates the POS and its integration with EFT functionality.
- Leads the USI user group and develops individual and group competency
- Ensures all catering staff are trained and proficient across all appropriate digital systems.

Other

- Other duties as directed.

About the Person

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

1. Demonstrated skills, knowledge and experience at a management level in a high quality, high volume and profitable retail food and beverage operation including:
 - o strong commercial acumen with the ability to set, monitor and report on budgets and KPI's and proactively implement and manage strategies to achieve these;
 - o experienced people manager, ability to develop high performing teams across kitchen, customer facing and administration sectors of a catering operation,
 - o ability to identify contract retention and new business opportunities;
 - o ability to identify opportunities for business operation improvements; and
 - o experience as an Approved Manager.
2. Understands strategic objectives, trends and factors that may influence work plans; Draws on information from a range of sources; Analyses and works within agreed guidelines to make decisions and incorporates outcomes into work plans.
3. Identifies and uses resources wisely; Evaluates performance to identify need for change; Demonstrates flexibility with changes in priorities and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Consults and shares information; Values differences and diversity.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Takes responsibility for mistakes; Takes initiative to progress and complete work and reflects on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and regular feedback to build on strengths; Guides the team and achieves results; Actively promotes and communicates change to employees.

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

1. Previous experience at management level within a large format retail catering functions and events operation.



Qualifications / Certifications

Essential:

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

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

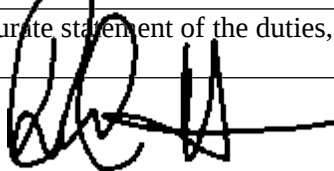
- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

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.		
Daniel Etter A/General Manager Commercial		Date Approved: 10/1/24
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:/...../.....

