

RETAIL SUPERVISOR

(PHPC / ARENA JOONDALUP - POSITION #05401/#05402)

VENUES WEST

AWARD CLASSIFICATION	VWGA, Level 5	ANZSCO	1411
DIRECTORATE	Venue Management	Branch	Sports and Events
LINE MANAGER	Catering Operations Manager	Direct Reports	Café Attendant Café Team Leader
SPECIAL CONDITIONS	Position is required to work outside of normal hours and weekends		

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 Retail Supervisor roles oversee the day to day operations of the retail cafés and all retail food and beverage offerings to venues within the HBF Stadium precinct and HBF Arena ensuring safe and high quality customer experiences and maximisation of financial returns.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

CAFÉ AND RETAIL SUPERVISION

- Manages all aspects the day-to-day trade of Cafes and retail outlets to meet set operational KPI's in relation to patron spend targets as per the directions of the Catering Operations Manager and/or Catering Manager.
- Prepares and maintains the Retail Team roster including reporting to the Catering Operations Manager and/or Catering Manager against forecasting and provisional sales.
- Ensures the preparation and set up of retail operations for all Café and Retail sites are to the best advantage of consumer presentation and revenue maximization (including product presentation, sales strategies, customer comfort and furniture placements).
- Meets strategic deadlines in regards to customer offers, café aesthetic and key stakeholder communications.
- Manages the timelines and processes to ensure trading sites and times are commercially suitable to requirements and requests.
- Manages and applies point of sales processes.
- Achieves sales targets.
- Works in a 'hands-on' capacity as and when required (i.e. Prepares and serve espresso coffee, cleans and maintains espresso machine, organises and prepares food for service, portions and plates food for service, assists with vegetable and salad preparations and others as required).
- Applies retail food safety practices and monitors all areas both front and back of house to ensure compliance.
- Displays food items and presents buffet in safe and hygienic manner.
- Strives to exceed customer expectations.
- Acknowledges and actions complaints in a timely manner.
- Liaises with key stakeholders on delivery of retail operations as required.

FUNCTION DELIVERY

- Plans set up arrangements for functions in liaison with the Catering Operations Manager including physical resource requirements and compilation of costs.
- Rosters for the servicing of events and daily operations submitting to the Operations Manager fortnightly in advance against forecasted revenues.
- Coordinates and supervises the set-up, operation and close down of catering areas and food and beverage service during functions ensuring alcohol service is in line with all RGL and RSA requirements.
- Acts as Approved Manager during events for liquor licensing purposes as required.
- Ensures correct clean-up of catering areas and storage of catering equipment after functions.
- Builds and maintains stakeholder relationships and ensures client needs are met during the delivery of functions.
- Reports back to the commercial team following the completion of functions and events.

FINANCE AND STOCK CONTROL

- Monitors financial activities against budget.
- Maximises customer service levels whilst minimising wage costs through roster development.
- Coordinates cash management procedures for retail operations ensuring ordering, set up and collection of floats and resolution of reconciliation problems.
- Conducts accurate and timely monthly stock takes.
- Establishes and implement order, supply and stock control systems.
- Ensures purchasing complies with VenuesWest procurement guidelines.
- Receives and stores supplies appropriately.
- Minimises wastage.

PEOPLE AND SAFETY

- Leads the Retail Team, modelling high standards of performance and behaviour using development and performance tools on a regular basis for team building and alignment with organisational values and objectives.
- Manages employees to ensure they present well, provide excellent customer service and focus on driving revenues and controlling costs.
- Inducts new staff and ensures training in procedures and systems.
- Develops team commitment and cooperation and advocates for a harmonious culture.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Previous experience managing the day to day operations of a retail catering operation including demonstrated experience in:
 - Stock control and management;
 - Supervision of staff; and
 - Application and forecasting of budgets to achieve results.
2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients and colleagues informed, managing progress and responding to changes in client needs; Responds to diverse experiences and takes responsibility for delivering customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.
7. Clarifies work required, expected behaviours and outputs; Gives support and regular constructive feedback; Keeps team members informed of reasons for decisions and ensures understanding of processes and practices; Supports change initiatives and assists employees to understand the purpose and impact.

DESIRABLE

- Working knowledge of food and beverage products and service.
- Previous exposure to retail, event and functions operations.
- Experience with Stock management and procurement 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 complete within 3 months of commencement.
- Completion of course in Food Safety - Use hygienic practices for food safety (SITXFSA001) or Food Safety Supervisor Course (FSS) (SITXFSA002) or Participate in Safe Food Handling (SITXFSA201); or capacity to complete within 3 months of commencement.

ABOUT THE VENUESWEST WAY

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



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within X months)

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 JDF APPROVED	23 May 2023