

# CATERING OPERATIONS SUPERVISOR

(POSITION #05206)

VENUES WEST

<b>AWARD CLASSIFICATION</b>	VWGA, Level 6	<b>ANZSCO</b>	141111
<b>DIRECTORATE</b>	Venue Management	<b>BRANCH</b>	Sports & Events
<b>LINE MANAGER</b>	Catering Operations Manager	<b>DIRECT REPORTS</b>	N/A
<b>SPECIAL CONDITIONS</b>	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 Catering Operations Supervisor manages the operations of large-scale catering functions and events, focusing on event deliver, staff training, staff retention and developing the operational capacity of the catering department. The role ensures best practice results in cost effective management and control of catering operations.

## 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.*

## EVENT OPERATIONS

- Coordinates the set up, delivery and pack down of major and minor events across VenuesWest Self Catered venues
- Maintains a physical presence on the floor for events as required in support of the operational team.
- Leads the operation of VenuesWest's suite of mobile catering vehicles (food trucks, vans & carts).
- Ensures vehicles are fit for purpose and meet legislative requirements.
- Provides input on menu and customer service strategies.
- Working with the Catering Operations Manager (COM), coordinates the stock management process (ordering, good inwards, internal movement and transfers and monthly stock takes) to ensure correct and efficient stock control.
- Liaises with Catering Operations Manager regarding staffing requirements for catering events.
- Liaises with the Executive Chef regarding menu design and pricing.
- Liaises with external providers as required.
- Liaises with venue delivery and catering staff regarding room set up and event requirements
- Oversees the provision of food and beverage service during functions and events 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 catering facilities are presented in a clean, safe and tidy condition at all times following HACCP guidelines.
- Plans set up arrangements for functions and events in liaison with the broader Commercial and Catering team including physical resource requirements and compilation of costs.
- Assists in the delivery of all catering operation needs as required.

## **SALES AND MARKETING**

- Implements strategies for achieving high client satisfaction and catering event delivery.
- Assists the Catering Manager and COM in implementing strategies to achieve high client satisfaction; increased secondary spend and contract retention.
- 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 and increased efficiencies to drive down costs and embed a culture of cost control.
- Coordinates relevant invoicing and event settlement input in the correct time frames.
- Provides guidance in the use of Point of Sale & Stock Management systems
- Communicates well with all departments to execute event delivery to a high level.
- Ensures proficiency in the use of all VenuesWest systems and provides other catering employees with the tools to become proficient.
- Documents standards and operating procedures for catering operations.

## **WORKPLACE SAFETY AND HEALTH**

- Plans ongoing staffing requirements and ensures recruitment of staff in line with VenuesWest policies and procedures.
- Inducts new staff and ensures training in procedures and systems.
- Champions VenuesWest Way and maintains a positive culture
- Follows and provides leadership of VenuesWest health and safety policies and procedures including Food Safety Management Plan.
- Actively ensures staff follow HSEQ, manual handling and safe food handling procedures (HACCP)Occupational
- 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.
- Develops new skills and cross trains across departments to deliver all aspects of catering events at VenuesWest.

## **ROLE REQUIREMENTS**

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

### **ESSENTIAL**

1. Previous demonstrated experience in managing operations within a catering event environment including:
  - strong operational experience with delivery large scale events from start to finish.
  - ability to identify innovative ways to improve customer satisfaction and experience through catering service and systems
  - experience as an Approved Manager.
  - managing a variety of people both permanent and casual staff to maintain a high service standard for all events
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. Organises and reschedules work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion 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.

#### DESIRABLE

1. Previous experience managing the operations of large format retail catering functions and events.
2. Experience in the operation and movement of mobile catering vehicles (food trucks, vans & carts).

### QUALIFICATIONS / CERTIFICATIONS

#### ESSENTIAL

- Responsible Service of Alcohol
- Completion of course in Liquor Licensing (51544) and ability to become Approved Manager
- HACCP Food Safety Supervisor Certification; or capacity to obtain within 2 months of commencement

#### DESIRABLE

- Tertiary qualification in Hospitality Management, Business Management or related discipline

### 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 12 months)

### CERTIFICATION

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

<Delegate Name>  
<Job Title>

<DELEGATE SIGNATURE>

Date JDF Approved

Click or tap to enter a date.