

Position Title	Events Services Team Leader
Status	Permanent Full Time
Position Number	TEC_ED_2006
Employment Agreement	SCEC Certified Agreement
Classification Level	3.2
Department	Events Services Department
Date last reviewed / Version	20th September 2021 / Version 3

THE EVENTS CENTRE

The Events Centre is the Sunshine Coast's premier performing arts venue and hosts a range of entertainment events, cultural events, meetings, recreation and commercial activities and opportunities for the local community and visitors to the Sunshine Coast.

The Events Centre is operated by The Sunshine Coast Events Centre Pty Ltd, an independent venue management company owned by Sunshine Coast Council.

PRIMARY ROLE

The Events Services Department is The Events Centre's front line for food and beverage event activities including conferences, functions, à la carte dining, buffets, function catering, cafés, bars and external event services.

The primary role of the Events Services Team Leader is to assist in the efficient and effective management, coordination and delivery of all function and catering operations in a safe, professional and timely manner, ensuring that all food and beverage operations are delivered to high standards, within resource constraints, and achieve a high level of customer service.

KEY RESPONSIBILITIES

1. Provide outstanding events leadership and supervision services, coordination and advice, in a safe, efficient, effective, professional and timely manner.
2. Provide professional supervision of events by maintaining a high focus on event requirements and customer expectations, and ensuring appropriate communication with customers and events staff to achieve excellence in customer service and satisfaction
3. Assist in the management, coordination and delivery of multiple events, specifically relating to customer communication, food and beverage operations, rostering, staff training and supervision, sales and stock ordering and control.
4. Supervise and provide cashiering services including cash handling, POS and EFT sales and reporting, and undertaking cash handling in accordance with organisational standards.
5. Assist in maximising food and beverage profitability by ensuring that all operations are delivered to a high standard and within resource constraints and budget parameters.
6. Positively lead, supervise, train and mentor Event Services staff to facilitate appropriate teamwork and communication outcomes.
7. Undertaking venue supervision, support of venue presentation and events including set up, bump out, staging, WHS monitoring, service delivery and reporting.
8. Ensure all work is undertaken in accordance with relevant legislative and regulatory requirements, including but not limited to those relating to workplace health and safety, food safety, and liquor licensing.
9. Ensure that all operations achieve a high level of presentation and customer satisfaction.
10. Achieve excellence in customer service, consistently exceeding the expectations of promoters, clients, and patrons.
11. Facilitate a safe and enjoyable experience for all users of the venue, facilities and services.

12. Perform any other duties that are reasonably within the competency, skills and training of incumbent as may be directed from time to time by the nominated supervisor.

WORKPLACE HEALTH & SAFETY

It is a condition of employment that the incumbent undertakes to observe, understand and perform all duties in accordance with workplace health and safety legislation, regulation, and applicable policies.

Commitment to the Work Safe: Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

REPORTING

Reports to:	Conference and Events Manager
Leadership/Supervision:	Casual and contract Events Services staff
Internal Liaison:	All SCEC staff and volunteers
External Liaison:	Members of the public, contractors, suppliers, business partners Sunshine Coast Council staff and elected Councillors.

DELEGATIONS

Records management responsibilities of this position as prescribed.

Financial Delegations:	Yes – See Delegation Register
Management of Contracts:	As required

SELECTION CRITERIA

1. Proven experience in providing best practice events and hospitality services in a dynamic, customer focused business environment while displaying a focus on achieving and maintaining high standards.
2. Demonstrated ability to run events and functions to a high standard within resource constraints and budget parameters.
3. Proven ability to supervise a team of casual and contracted staff in a hospitality service setting.
4. Demonstrated high level understanding of responsible service of alcohol and safe food handling, including contemporary practices and procedures in food and beverage service delivery.
5. A minimum of one year's experience in a role involving supervision, preferably in events, or food and beverage service.
6. The ability to fulfil the essential requirements and key responsibilities of the position.

QUALIFICATIONS, LICENCES AND CERTIFICATES, ADDITIONAL REQUIREMENTS

Essential

- A minimum of one year’s experience in a role involving supervision, preferably in events, or food and beverage service
- Responsible service of alcohol accreditation
- Liquor Approved Manager Accreditation
- Customer service experience
- Excellent communication and interpersonal skills
- A sound working knowledge of Microsoft Word, Excel and other standard office software
- First Aid Certificate
- A knowledge of safety and security
- Proficient cash handling capability and experience

Desirable

- Knowledge of EEO legislation, Workplace Health and Safety issues, duties and responsibilities as applicable to this position
- Current Drivers licence – “C” Class

Note: Training will be provided on the job, but it is expected that employees take every opportunity to develop their own skills and abilities by attendance at training courses and additional appropriate study as opportunities arise.

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

Julian Gibbs, Conference and Events Manager
 The Events Centre Pty. Ltd.
 PO Box 5, Caloundra Q 4551
 Ph: (07) 5491 4240 or email: julian@theeventscentre.com.au

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I,, accept the Position Description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date:/...../.....

Signature of Employee