POSITION DESCRIPTION

Job Title: Banquets Supervisor
Organisation Unit: Customs House
Position Number: 3020507
Type of Employment: Fixed Term
Classification: Food & Beverage Attendant Grade 4

BACKGROUND

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more Australian Teaching and Learning Council Awards for Teaching Excellence than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by
government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences.

**Organizational Environment**

The historic Customs House located on the river at 399 Queen Street in Brisbane’s CBD is a cultural, education and heritage facility of The University of Queensland. Customs House is one of Brisbane’s premier restaurant and function venues. Clients include High Profile University, government and corporate clients as well as private clients and visitors to Brisbane.

Information about Customs House may be accessed at http://www.customshouse.com.au

**Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - [http://www.uq.edu.au/current-staff/working-at-ug](http://www.uq.edu.au/current-staff/working-at-ug)

**DUTY STATEMENT**

**Primary Purpose of Position**

The Banquet Supervisor will assist the Banquet Manager in efficient management of the banquet department to ensure excellent service to guests in the award-winning venue.

**Duties**

Duties and responsibilities include, but are not limited to:

**Banquet Operations**
- Supervision and hands on execution of functions and events
- Maintenance of a procedure manual and updates
- Responsibility for staff and patron care
- Maintenance of equipment and furniture
- Basic audio visual set up and operation
- POS and EMS updates and reports
- Liaison with Event Co-ordinators, Kitchen and Restaurant regarding functions
- Client liaison – problems, site inspections, general information for visitors
- Ensure responsible service of alcohol is practised
- Security – locking of premises at end of the shift.
- Assisting the Banquet Manager and Operations Manager in the day to day activities of Customs House

**Staffing**
- Training, supervision and motivation of Food & Beverage Staff
- Control of wage costs
- Manage hours according to their work plan
- Participate in regular Banquet meetings
- Maintenance of high service levels

**Stock Control and Ordering**
- Assistance in stocktaking and maintenance of par levels
- Organisation of liquor store, cold room and fridges
- Beverage, linen and dry store ordering for functions
Financial
- Finalisation of accounts for functions including production of banquet and beverage consumption reports
- Banquet floats for cash drinks and reconciliations

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed

Reporting Relationships
The position reports to the Banquet Manager

SELECTION CRITERIA

Qualifications
- Minimum of 12 months experience in a similar role
- Recognised qualifications in hospitality and/or equivalent industry experience
- Current RSA
- Current First Aid Certificate

Experience
- Demonstrated expertise in banquet operations
- Basic knowledge of audio visual equipment and its operation
- Well developed supervisory and leadership skills
- Well developed communication skills
- Highly developed organisational skills and an ability to work under pressure
- Sound understanding of workplace, health and safety issues
- Basic computer skills
Personal Qualities

- Demonstrated team player
- High standard of personal grooming and hygiene
- Customer oriented focus
- Commitment to excellence of product and service
- High level of communication and interpersonal skills
- Ability to work under pressure

The University of Queensland is committed to equity, diversity and inclusion.

Smoking is prohibited in all University buildings.

The University of Queensland is an equal opportunity employer.

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