POSITION DESCRIPTION

Position Title: Catering & Events Assistant
Organisation Unit: UQ Business School
Position Number: 3026782
Type of Employment: Casual
Classification: HEW 4

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 in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 national teaching excellence awards 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, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

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 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.
Organisational Environment

The UQ Business School is located on the St Lucia campus with a staff of approximately 158 academic staff; 120 equivalent tutors and 73 professional staff. The School leases space in the Brisbane central business district in Central Plaza 1 where it offers core MBA courses and provides executive education and function facilities.

The School has seven main areas of academic strength represented by discipline clusters – accounting and accountability; business information systems; finance; management; marketing; strategy; and tourism with an associate professor reporting to the Head of School leading each cluster. Currently, the School has over 8,390 students enrolled in its programs: 6,201 at undergraduate level; 2,035 at postgraduate coursework level; and around 160 in research higher degree programs. Approximately one-third of the student body are international students, mostly from the Asia-Pacific region. The tourism cluster offers undergraduate and postgraduate programs in tourism, hospitality and events management.

The School’s mission is to achieve national and international recognition as being among the best research intensive business schools in the Asia-Pacific region. The School carries AACSB International and EQUIS accreditation – the first school in Australia to receive AACSB and EQUIS accreditation across the full range of programs. The School also carries UNWTO accreditation and is the only School in Australia to hold such accreditation. The School enjoys strong research links with leading international research schools.

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.uq.edu.au/faculty-school.

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-uq

DUTY STATEMENT

Primary Purpose of Position

The Catering and Events Assistant is responsible for overseeing event related information and is the critical link between venue, catering suppliers, catering delivery and event clients. The role is responsible for back-of-house service for the purchase, preparation and provision of food, beverage and catering requirements during events as well as organisation of catering suppliers and orders, and of the upkeep of event equipment and facility areas. The role also requires hands-on preparation of event room sets and breakdowns. The role requires the ability to effectively prioritise tasks in order to achieve the best outcomes for clients and smooth operation of catering within the facility.

Duties

Duties and responsibilities include, but are not limited to:
Catering

- Liaise with catering suppliers to ensure that all activities undertaken within the venue will have sufficient food, beverages and equipment. Inform the Venue Team Coordinator of all staffing requirements.
- Prepare, cook and serve catering items for events as per confirmed event bookings.
- Set rooms/venue space to suit event requirements.
- Clear venue spaces of equipment, supplies, food waste, utensils, crockery and other catering equipment at the conclusion of events.
- Clean and store supplies, utensils, crockery and other catering equipment.
- Inform Venue Team Coordinator of any equipment requiring repair and maintenance.
- Maintain all aspects of kitchen operations as per food safety and hygiene standards, including for example, the upkeep, maintenance and purchase/hire of equipment.

Communications

- Report to the Venue Team Coordinator on event related activities, catering location and selections and delivery issues.
- Liaise with external service providers including food suppliers and catering organisations to acquire, price and deliver suitable quality catering and service for clients at the venue.
- Participate in weekly catering meetings to ensure proper communication across all event related activities.

General Administration

- Monitor catering cost and retail pricing in liaison with the Venue Team Coordinator to ensure profitability.
- Liaise with the Venue Team Coordinator in relation to payment of supplier bills and management of accounts.
- Undertake layout, printing and distribution of menus, buffet signage, venue catering run sheets and other documentation to support the successful execution of the client experience.
- Liaise with the Venue Team Coordinator to ensure that EventPro is programmed and using current data for the provision of quotes and invoicing for clients.
- Act as the Administrative Assistant as required.

Sales

- Assist with answering general enquiries regarding facilities.
- Prepare quotes for potential clients and follow up with clients on quotes and bookings as required.
- Establish clients’ event requirements including room sets, catering and room access requirements and develop action items required to deliver services.

Membership of the Executive Education and Venue Team

- Actively foster a good working relationship between the Executive Education Team and the Venue Team.
- Provide support and assistance to Executive Education Team as required.

Other

- The Catering and Events Assistant will be required to routinely wear a UQ uniform and suitable safety and protective clothing.
**Hours of Work**

As the Executive Venue operated from 6am to 10pm Monday to Friday, members of the Venue Team will be expected to undertake flexible working hour within this time span.

**Organisational Relationships**

The position reports to the Operations Manager and directly supervises the members of the Venue Team.

**SELECTION CRITERIA**

*Essential*

- A Diploma in Business or an equivalent combination of relevant experience and/or education/training.
- Food Services Certificate IV.
- Food Safety Supervisor or Food Handlers Certificate with a willingness to undertake Food Safety Supervisor training.
- An understanding of events management underpinned by significant hands-on experience.
- A customer-focused approach working within a busy team environment.
- Excellent organisational skills, including experience in prioritising workload independently and in recommending improvements to practices where needed.
- Experience in forecasting staffing and equipment needs for events and preparing rosters as required.
- Experience in working effectively in a small team environment.
- Experience with computer-based event management software (e.g. Ungerboek) an advantage.
- Knowledge of or an ability to quickly acquire knowledge on the Australian Food Standards Code.
- An ability to exercise sound initiative and judgement, and for problem solving daily event issues.
- Sound written and oral communication skills.
- High level of computer proficiency and practical understanding of computer applications in relation to word processing, data storage and retrieval, database management, and spreadsheets.
- Ability to liaise effectively with a variety of government and professional groups, private and public organisations.
- Well-developed skills in the operation of integrated venue AV systems including AMX operations, data projection and video conferencing or the ability to acquire such skills.
- Ability to work cooperatively and constructively with individuals from diverse backgrounds.
- A strong orientation to the provision of a high level of customer service.
- Ability to set own priorities, monitor work processes, meet regular deadlines, initiate and take follow up action.
- Ability to contribute cooperatively to a small team environment.
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 by the University.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au