POSITION DESCRIPTION

Position Title: Banquets Manager
Organisation Unit: Customs House
Position Number: 3007574
Type of Employment: Full time continuing
Classification: Hew Level 5

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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://unquest.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 award winning Customs House, located at 399 Queen Street in the central business district of Brisbane, and occupying a magnificent site overlooking the Brisbane River, is owned and operated by The University of Queensland as premier restaurant, function and cultural facility.

Facilities at Customs House include a licensed restaurant, a range of superior function rooms catering from 6 to 300 guests and an outside bar. Customs House is also the venue for UQ School of Music free concerts – Sundays at Customs House Series.

Further information about Customs House is available on the web at www.customshouse.com.au.

The University of Queensland Hospitality Staff Agreement – Customs House outlines the position classification.

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 Banquet Manager is responsible for the efficient management of the banquet department. Supervision and development of the banquet team to ensure excellent service to guests in the award-winning venue.

Duties

Duties and responsibilities include, but are not limited to:

Banquet Operations

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

Staffing
• Recruitment, selection and training of service staff
• Supervision and motivation
• Rosters
• Control of wage costs
• Manage staff hours according to their work plan
• Regular Banquet meetings with supervisors
• Maintenance of high service levels through training and motivation of staff

Stock Control and Ordering
• Stocktaking and maintenance of bar levels
• Organisation of liquor store, cold room and fridges
• Beverage ordering for functions
• Stocktake and ordering of banquet supplies

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 Operations Manager

SELECTION CRITERIA

Qualifications
• Completion of a relevant degree/diploma and at least 3 years’ subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training
• Current Queensland Liquor Approved Manager Qualification (RSA & RMLV)
• Current First Aid Certificate

Knowledge and Skills
• Demonstrated expertise in food & beverage operations.
• Detailed knowledge of beverage purchasing and control.
• Basic knowledge of audio visual equipment and its operation.
• Well developed supervisory and leadership skills.
• Well developed communication and negotiation skills.
• Highly developed organizational skills and an ability to work under pressure.
• Sound understanding of workplace, health and safety issues.
• Knowledge of first aid.
• Understanding of industrial relations.
• Understanding of liquor licensing.

Experience
• Minimum of three years in a similar position.
• Five star hotel banquet experience.

Personal Qualities
• Demonstrated team player.
• High standard of personal grooming and hygiene.
• Customer oriented focus.
• Commitment to excellence of product and service.
• Well developed interpersonal skills
• Ability to work under pressure.

The University of Queensland is an equal opportunity employer.

Smoking is prohibited in all University buildings.