POSITION DESCRIPTION

Position Title: Operations Manager
Organisation Unit: Customs House
Position Number: 3025614
Type of Employment: Continuing fulltime
Classification: Hew Level 7

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 (65). 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.

V6.3 May 2018
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 historic Customs House located on the river at 399 Queen Street in Brisbane’s CBD is a UQ’s premier downtown restaurant, function and heritage facility. Customs House operates The Daily Coffee Co. at The University of Queensland’s Brisbane City Campus at 293 Queen Street. Customs House also provides outside catering in the CBD.

Patina at Customs House is a beautiful modern and contemporary restaurant offering relaxed dining with an emphasis on paddock to plate philosophy, Patina offers a unique shared dining experience overlooking the river and the Story Bridge.

Facilities also include a range of superior function rooms catering from 6 to 300 guests. Customs House has been awarded multiple state and national awards. The venue holds over 800 functions per year. Clients include high profile university, government and corporate clients as well as private clients and visitors to Brisbane.

More information on Customs House can be found at 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-uq

DUTY STATEMENT

Primary Purpose of Position

The Operations Manager is responsible for the effective and successful management of the restaurant – Patina at Customs House, The Daily Coffee Co, banquet department and cleaning operations at Customs House. The role also assists the Director in the overall management, development and administration of Customs House as well as maintaining a heritage listed property of cultural significance.

Duties

Duties and responsibilities include, but are not limited to:

- Oversee the management of the Banquets Department
  - Service, standards and update training documentation
  - POS and EMS
  - client relations and site inspections
  - audio visual and information technology requirements
  - menu and wine list development
  - Analyse data and reports
  - Offsite catering
• Oversee the management of the Restaurant
  – Service, standards and update training documentation
  – POS and reservation system
  – client relations
  – wine list and menu development
  – banking and financial reports

• Management of The Daily Coffee Co
  – Service, standards and update training documentation
  – POS and reservation system
  – client relations
  – wine list and menu development
  – banking and financial reports

• Management of the Cleaning Department
  – Maintenance of cleaning standards
  – Oversee part time cleaning staff
  – Liaise with agency staff/contractors for weekend cleaning

• Human Resource Management
  – staff recruitment and selection
  – performance appraisals
  – wage cost control, time sheets, overtime
  – oversee rosters
  – departmental meetings (events, kitchen, restaurant, banquets)

• Project Management
  Assist the Director in relation to project management of building/repair work, implementation of new equipment/programs, and information technology requirements.

• Oversee Liquor Licensing Compliance
  Responsible management of a licensed venue in accordance with liquor licensing regulations.

• Maintenance & Security
  – responsibility for repairs and maintenance of heritage listed building
  – liaison with UQ works control and contractors; site surveys
  – fire and security systems
  – responsibility for the day to day management of the security and IT assets
  – adherence to the conservation plan

• Purchasing & Stock control
  – liquor purchasing and stock control
  – furniture and equipment purchasing
  – liaise and maintain good working relationships with suppliers
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- 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 of 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

Organisational Relationships
The position reports to the Director, Customs House.

SELECTION CRITERIA

- Qualification- Degree or Diploma in a Business/Hospitality management course or an equivalent combination of relevant experience and/or education/training.
- Current RSA and RMLV certificates.
- Significant experience in the hospitality industry, including a five star environment
- 3 years management level experience
- Proven track record in operational and management aspects of hospitality
- Highly developed time management skills
- Excellent communication and interpersonal skills
- Extensive wine and food knowledge
- Strong leadership skills – train, supervise and build a successful team
- Proactive in problem solving
- High integrity and personal ethics
- Demonstrated team player
- Customer oriented focus.
- Commitment to excellence of product and service.
- Ability to work under pressure.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University's Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.