

SUPERVISOR, HOSPITALITY

Position Description

The Customer Service Unit

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer focused business functions of Front of House, Ticketing, Marketing, Hospitality, Strategic Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with over 450 people.

The Customer Service team is responsible for consistent and outstanding service across all customer touchpoints.

The Role

Supervisor, Hospitality, in conjunction with the Manager, Hospitality and Assistant Manager, Hospitality –will lead the team effectively to create iconic Melbourne venues by following the core values of both the Customer Service Pillar and the Arts Centre Melbourne as a whole.

We will strategically align the Hospitality department through adopting the organisations core values by working together with courage and conviction for the good of Arts Centre Melbourne.

With diverse perspectives we will act with integrity and use imagination and sense of adventure to stay one idea ahead.

This role can work across all venues but may from time to time work primarily in one venue depending on operational need.

Leads, motivates and inspires a high performing [Business Unit] team to deliver on Arts Centre Melbourne’s strategic goals and functional tasks.

Type	Full Time
Reports to	Senior Manager, Hospitality
Direct Reports	Attendants, Hospitality up to 20
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.2
Key Relationships	<i>Internal:</i> All Food & Beverage Departments, Human Resources Team, Finance Team, Facilities Team, Visitor Experience Team <i>External:</i> Customers, Suppliers, Resident Companies, Uber, Cabs Victoria
Delegation	NA.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Customer Service employee under the ACM Enterprise Agreement 2022 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification) You will hold a current Responsible Service of Alcohol Certificate
Last Reviewed	April 2022

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.

- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Current RSA Certificate
- Experience in effectively leading the performance of a team in a fast service bar environment
- Experience in Hospitality-person in a team environment
- Experience and knowledge of food handling standards and OHS compliance
- Experience in the delivery of customer service excellence
- Experience in utilising social media and digital mediums
- Advance Barista Skills
- Advance cocktail knowledge
- Microsoft Packages
- Advance regional wine knowledge

Your skills and attributes

- **Mandatory:** Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

In the role you will

Accountabilities:

Provide visible leadership to the Hospitality team

- Ensure team members are actively engaged with their business unit and provided with regular feedback on performance and complete daily briefings.
- Provide staff with training in line with identified needs i.e. on the job coaching, formal training courses;
- Staff issues are handled in a timely manner and in accordance with Arts Centre Melbourne guidelines.
- Continually develop skills and competencies to increase capability as an effective leader.
- Continual development of State-of-the-Art Management Competencies
- In collaboration with the Assistant Manager & Senior Manager, Hospitality, supervise, motivate and develop staff.
- Foster effective communication and cooperation amongst staff.
- Monitor the performance of staff and when required coach and counsel staff in line with established guidelines and procedures.

Actively contribute to the success of your business unit and the organisation

- Actively suggest improvements to further support success of business unit goals and operations.
- Play an active role in team meetings and organisational forums/initiatives.
- In conjunction with Manager – Food & Beverage actively promote the venue through all social media and digital channels to increase awareness and revenue for the venue.
- In collaboration with Manager – Food & Beverage, identify opportunities in value-add services to increase revenue.

Ensure food and beverage service, presentation and delivery are in line with standards

- Ensure there is no breach of food safety policies and procedures.
- Maintain excellent customer service and presentation standards, ensuring F&B service is professional and expedient; Product is displayed so that it is appealing, fresh and clearly ticketed.

Collaborate with Assistant Manager & Senior Manager, Hospitality to enhance customer service levels and maximise revenue

- Strive to achieve profitable growth and improved market positioning.
- Look for ways to improve mystery shopper and or audit results contributing to an Increase in customer satisfaction.
- Ensure effective and efficient service to all customers of Arts Centre Melbourne.
- Suggest improvements to improve service and customer interaction.
- Identify training and staffing issues that will ensure streamlining of business operations.
- Customer issues are resolved effectively.

Decision making:

- Accountable to the Supervisor of Team Leader on shift. Uses initiative and seeks support where necessary to achieve
- the accountabilities of the position and high levels of customer satisfaction.
- Be required to represent Arts Centre Melbourne in managing relationships with all ACM customers.

Systems:

- Use Microsoft suite, POS, USI, Eativity, HumanForce.

Working environment/physical requirements:

- Work in ...
- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time.
- Mandatory: Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.
- **Equity** – fairness & justice.