



Position Description – Events Supervisor

About Arts Centre Melbourne

Situated in the heart of Melbourne's cultural precinct, the Arts Centre Melbourne presents world-class performing arts in a year round exciting program. Experience Australia's best performing arts companies and exceptional international productions, alongside celebrations of comedy, cabaret and popular music.

Our values describe behaviours we will demonstrate in our interactions with Visitors, Presenters, Government and each other: Leadership, Community, Care More and Creativity.

About the Business Unit

The Food and Beverage team sits within the Operations Pillar and is responsible for the service and delivery of all food and beverage related activity in Arts Centre Melbourne including the Theatres building, Hamer Hall and Sidney Myer Music Bowl.

The Food & Beverage Unit is focused on delivering exceptional customer service and innovative cuisine across all venues and function spaces in keeping with Arts Centre Melbourne standards

About the Position

Primary Purpose The position will lead the team in the day-to-day business activities of the Conference, Meeting & Events Operations Department ensuring high customer service levels, revenue generation & team morale.

Reports to Operations Manager - Conference, Meeting & Events

Direct Reports F&B Attendants

Key Relationships

Internal

- All Food & Beverage Departments
- Digital Arts & Events Team
- Presenter Services Team
- Human Resources Team

Finance Team

Facilities Team

Visitor Experience Team

External

- CM&E Clients, Suppliers, Resident Companies

Position Type Casual

Salary Classification Band 2.2

Financial Delegation As per Financial Delegation Policy

Key Criteria

Qualifications

Nil

Experience

- Experience in effectively leading the performance of a team.
- Experience in a high end function environment
- Experience and knowledge of food handling standards and OHS compliance
- Experience in the delivery of customer service excellence

Other (ie legal or physical)

- Food Handling Certificate
 - Current RSA Certificate
- Ability to see in low light, walking and using stairs, standing for extended periods, manual handling/lifting

Accountabilities

Assist in the leadership of CM&E Operations Team

- Assist the CM&E Operations Manager in creating a team that is harmonious, motivated & innovative by providing strong, clear, directional leadership;
- Foster effective communication & cooperation amongst staff;
- Ensure team members are actively engaged with their business unit & provided with regular feedback on performance;
- In collaboration with the CM&E Operations Manager supervise, motivate & develop staff. Support individuals to develop & achieve their PDPs;
- Ensure staff issues are handled in a timely manner in accordance with Arts Centre Melbourne's guidelines;

Management of CM&E Operations including Presidents, Premium Lounge and Members Dining Room

- Assist the CM&E Operations Manager in the successful delivery of all events and management of the Members Dining Room;
- Liaise with the sales and kitchen teams to ensure that all client requirements exceed expectations and achieve best possible outcomes;
- Have a thorough knowledge of the venues and products on offer to ensure there is a clear communication with client at all times;
- Follow direction of CM&E Operations Manager to provide creative solutions to suit client requirements and achieve best possible outcomes;
- Responsibility for venue presentation and achieving the highest standards of service;

Client Relationship Managements/Customer Service

- Understand client preferences and contribute to an environment of trust and collaboration;
- Achieve excellence in product delivery;
- Maintain professional relationships with internal and external business contacts;
- Contribute to close working relationships with hirers, sponsorship and donor departments;
- Encourage repeat business through efficient and rewarding service;

Ensure food and beverage service, presentation and delivery is in line with CM&E standards

- Ensure there are no breach of food safety policies and procedures & food standards are met;
- RSA is monitored in accordance with training received;
- All food & beverage is stored appropriately & food safety logs are up to date;
- CM&E service is professional & expedient;

OH&S Compliance

- Promote a safe, healthy & secure work environment;
- Contribute to the improvement of safety performance at Arts Centre Melbourne;
- Comply with all policies, procedures and guidelines introduced by Arts Centre Melbourne in interest of Health and Safety