

Supervisor - Food & Beverage

Position Description

Customer Innovation

The Food and Beverage team sits within the Customer Innovation 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

The Role

Supervisor – Food & Beverage, in conjunction with the Manager – Food & Beverage will lead the team effectively to create iconic Melbourne venues by following the core values of both Food & beverage and the Arts Centre Melbourne as a whole.

We will strategically align the Food & Beverage 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.

Type	Full Time ongoing
Reports to	Outlet Manager, Food & Beverage
Direct Reports	Food & Beverage Attendants - 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	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Customer Experience 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 as a bar-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 cash management
- Experience in utilising social media and digital mediums
- Advance Barista Skills
- Advance cocktail knowledge
- Microsoft Packages
- Advance regional wine knowledge

Your skills and attributes

- Relevant experience delivering excellence customer service
- Ability to remain professional and courteous with customers at all times
- Experience as a bar-person in a team environment
- 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 F&B 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 Manager – Food & Beverage, 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 is 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 Manager – Food & Beverage 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;
- CSI results are maintained at 8.1;
- Ensure effective and efficient service to customers of Food & Beverage;
- 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;

Supervise the business activities of Food & Beverage

- Contribute to the development of reports that are accurate, timely and audit compliant;
- Achievement of staff resource targets and budget outcomes;
- Ensure the food & beverage outlets presentation and cleanliness is of a high standard;
- Identify and manage workplace hazards and risks; Wastage is minimised and maintained and expenses are in line/lower than budgeted expectations;
- Reduce, control and report any discrepancies, theft or incidents involved with customers or staff;
- Manage the financial aspects of daily accounting and reporting to ensure that standard operating procedures and audit guidelines are followed through
 - o Managing daily revenue
 - o Managing labour cost and keep below budgeted percentage
- Actively manage resource planning to ensure the most efficient use of staff on a daily and weekly basis;
- Manage escalated customer queries and complaints;
- Maintain cleaning schedules and standards in accordance with the Arts Centre's guidelines;
- Identify risks in the workplace and implement reporting procedures with a focus towards OHS improvements in safer work practice;
- Ensure stock levels are maintained and orders are adjusted accordingly;

OH&S Compliance

- Promote a safe, healthy and 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 the interest of health and safety;
- Ensure food is stored appropriately and food safety logs are up to date;
- Ensure staff are trained in food safety policies and procedures;
- RSA is monitored in accordance with training received and local guidelines ;
- Food and beverage handling is in accordance to food safety policies and procedures;
- Maintain food safety policies and procedures;

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:

- Proficiently use POS and/or EFTPOS

Working environment/physical requirements:

- Work outdoors and potentially work in an underground environment.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.
- Ability to see in low light, walking and using stairs, standing for extended periods, manual handling/lifting

You demonstrate our values

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