

Assistant General Manager - Position Description

Department / Location	Assistant General Manager / Hobart
Immediate Manager	General Manager Wrest Point
Manager once removed	Chief Operating Officer - Federal Group

Position Purpose

To operationalise and execute the strategic direction of the Food and Beverage operations in line with the customer strategy within Wrest Point. Ensure the effective operation, sustainability and achievement of growth targets of Food and Beverage outlets within Wrest Point through excellence in management practices and leadership. Work closely with other department heads to ensure the efficient and effective controls and procedures are in place to gain efficiencies across various revenue streams with labour and operational costs. Deputise to the General Manager at times of absence and report back on a regular basis to the General Manager on any issues and opportunities.

Operating Context

Responsible for the day-to-day management of food and beverage operations (kitchens, restaurant, conference and events and bar) and the Procurement function (all areas) at Wrest Point. Works in conjunction with the Wrest Point leadership team to execute business goals and objectives. Ensures that the Food and Beverage areas deliver exceptional integrated customer experiences aligned to their needs whilst delivering expected profit results. Ensures that procurement outcomes across all areas of Wrest Point are driven by time, cost and quality considerations. Deputise in times of absence of the General Manager to oversee all operational aspects of the business.

Autonomy

Works under little supervision and self-prioritises work. Work is reviewed cyclically by way of progress against business plans and is driven by business needs. Operates in partnership with other departments to design and implement solutions tailored to business and stakeholder needs. Coordinates work with other Wrest Point teams and departments and/or external parties. Recommends best practice business solutions and employs discretion in regards to the escalation of unresolved issues.

Position Accountabilities

- 1 Execute and operationalise business strategy for the food and beverage outlets, events and bar functional areas and ensure operations are in line with strategy.
- 2 Lead and drive operational excellence and consistency of service through all customer facing and back of house operational aspects of the business. Lead the operations of Food and Beverage, as well as Wrest Point Procurement to ensure that day-to-day business continues to operate efficiently and effectively.
- 3 Identify opportunities for sustainable revenue growth. Contribute to exploring, assessing and recommending opportunities for growth and in developing and executing plans to realise opportunities taking in account the relevant data.
- 4 Identify, establish and manage relationships with key external and internal stakeholders to ensure optimal time, cost and quality outcomes for Food & Beverage including key supplier relationships.
- 5 Ensure that the Food and beverage department adheres to all compliance requirements including employment related legislation; industry codes of conduct; and operational regulations as adopted by the business such as RSA and RSG, Food Safety in order to minimise organisational risk and to protect organisational reputation.
- 6 Oversee the operational management of budget and ensure that the department operates within budgetary requirements for labour, product and operational expenses.



WREST POINT

- 7 Within Wrest Point business, promote and implement leadership, performance, and capability development and employee engagement initiatives in order to build a sustainable business.
- 8 Identify, contribute to and implement continuous improvement initiatives, including policies and processes to improve time, cost and quality of outcomes to customers and profitability.
- 9 Ensure the delivery of procurement outcomes across Wrest Point align with the Federal Group sourcing and buying policy framework.
- 10 Representing the business and acting in a General Manager capacity in the General Manager's absence.
- 11 Contribute to the WH&S strategy by supporting health and safety programs to reduce injury frequency and severity and by promoting awareness of the manager and individual's WH&S responsibilities.
- 12 Contribute to the effectiveness of the Wrest Point Leadership team to enable an effective, competent and credible business. Manage relationships with the other Leadership team members to ensure alignment in key business decisions.

Generic accountabilities – every manager

- Lead and develop a high performance team aligned with Wrest Point's strategic direction and goals
- Establish appropriate KPIs for the team and monitor group and individual performance against them.
- Conduct team meetings at which progress against KPIs is monitored and discussed.

Generic accountabilities – every employee

- Ensure personal and team contribution to support overall team effectiveness
- Monitor and report performance against KPI's and take corrective action as required
- Provide a safe working environment within your area of responsibility, supporting a "safety first" business culture
- Ensure compliance with Statutory and Regulatory requirements, and Federal Group and business unit policies

Dimensions

This position manages	7 direct reports
Expenditure authority	Per delegations policy
Expense budget	\$10m
Revenue	\$18m
Assets under control	TBA

Position Relationships

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• General Manager• Wrest Point leadership team• Casino Manager• Hotel Manager• Managers and Supervisors• Sales and Marketing team• Human Resources team• Federal Group Employees	<ul style="list-style-type: none">• Third party providers of services• Regulatory authorities• Customers• Unions and employee representatives• Industry Stakeholders



Success Profile

Essential requirements	<ul style="list-style-type: none">• Current national certification of Responsible Service of Alcohol.• Relevant tertiary and/or vocational qualifications in Hotel, Food and Beverage (Desirable).• Minimum 5 years demonstrated experience at a management level within a large entertainment or hospitality business.• Demonstrated experience working with industry, regulatory and/or statutory authorities.• Demonstrated understanding and experience in the Hospitality and Gaming Industry including a thorough knowledge and understanding of laws as they relate to the organisation, in particular the Gaming Control Act, Liquor Licencing Act, WH&S Act and regulations, Responsible Service of Alcohol and Gaming.• Ability to obtain Licensee status for the Wrest Point business
Level of expertise	<ul style="list-style-type: none">• Demonstrated excellent written, verbal and interpersonal skills.• A demonstrated understanding of the recruitment lifecycle.• Problem Solving Skills – demonstrated ability to solve simple and complex problems.• An ability to work with and understand financial and marketing parameters.• Demonstrated ability to maintain a high level of confidentiality.• Demonstrated ability to develop strong internal and external relationships using advanced communication and interpersonal skills.• Proven skills in leading and managing a team of people.
Behaviours	<ul style="list-style-type: none">• Delivering Results – drives and delivers performance against set goals.• Formulating Strategies and Concepts – demonstrates medium to long term visioning and develops a plan to achieve the vision.• Entrepreneurial and Commercial Thinking – practically applies technical/functional expertise and challenges the status quo in contributing to business success.• Analytical Thinking and Trend Analysis – understands the operating environment and makes decisions based on trend and market analysis.• Relating to and Working with People – demonstrates drive to develop open and honest relationships across all levels in order to positively impact the business.• Customer Focus – understands our customer, constant focus on improving customer experience and makes decisions based on added value for the customer.