

Position Description

Hospitality Supervisor



Details

Area	University Services Portfolio
Team	Venues, Events and Logistics
Location	Waurun Ponds Estate
Classification	HEW level 4
Reports to	Team Leader, Waurun Ponds Estate

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

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Overview

The Hospitality Supervisor supports the Team Leader, Waurn Ponds Estate to lead the Front of House team at Waurn Ponds Estate to provide and maintain the highest level of quality customer and hospitality service consistently to all clients (visitors, guests, students and staff), catering to the University and the wider community for midweek and weekend conferences, meetings and events.

This position will support the Team Leader to ensure efficient, effective service and meticulous organisation of the day to day running of the Estate. The position will also support Team Leader to direct the team in regard to standards and processes and includes set up/pack up, customer and waiter service, presentation, maintenance, cleanliness and safety and includes any required problem solving to successfully deliver excellence in high end customer service outcomes to enhance the guest experience. This position will also oversee the efficient management of conference room set up, pack down and turning conference rooms to accommodate the next day's bookings.

Reporting to the Team Leader, Waurn Ponds Estate the role will:

- Provide customer and hospitality service to all visitors, guests, students and people to the university's Waurn Ponds Estate.
- Clarify expectations and respond promptly to client requests, queries, or complaints to ensure client needs are met to agreed standards and timelines.
- Take personal responsibility and show initiative to meeting goals and objectives contributing to an inclusive team environment.
- Improve convenience and accessibility by providing a range of service options.
- Assist in the delivery of effective and efficient services to customers
- Ensure a high-level of customer service, adhere to all quality requirements and participate in reviews of work practices to identify opportunities.
- Adhere to all set health, wellbeing and safety requirements
- Engage in process improvement activities and adopt new ideas to support Waurn Ponds Estate
- Establish and maintain strong relationships with all areas of the University that utilise the Waurn Ponds Estate (Senior Executive, Event organisers with Faculties, Portfolios, Institutes)
- Collaborate closely with Corporate Partners, suppliers, contractors, clients and visitors

Accountabilities

- With a customer mindset, clarify expectations and respond promptly to stakeholder requests, queries, or complaints to ensure stakeholder needs are met to agreed standards and timelines
- Engage in process improvement activities and adopt new ideas, approaches and changes to work practices. Show initiative, generate new ideas and shares those ideas with others in the work area to improve process and practice.
- Use knowledge of continuous improvement principles to analyse current processes and practices and create practical, simple and accessible solutions to problems after considering multiple perspectives
- Recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others. Actively seek to maintain positive relationships and support team members in times of pressure and change
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships and seeks opportunities to learn from those who have different lived experience to their own.
- Consult with available sources to gather relevant information and seek the expertise and advice of the people around them. Express own views in a constructive and respectful way.
- Take an organised and methodical approach to work, regularly plan time (work day / week / month) according to workload and track progress of work tasks

Selection

- Completion of an Associate Diploma level qualifications with relevant work experience or a certificate level qualification with post-certificate relevant work experience; or
- Completion of a post-Trades Certificate or Advanced Certificate and extensive relevant and on the job training; or
- An equivalent combination of relevant experience and/or education/training in hospitality
- Experienced food knowledge, produce and services cultures
- Responsible Service of Alcohol (RSA) certification

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Plans work** plans the delivery of work while balancing priorities and resources.

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Special Requirements

- This position requires the incumbent to work outside business hours. This position is a designated flexible ordinary hours span position due to operational needs. Hours of operation for this position are on a rostered basis for Waurin Ponds Estate. The possible rostered hours can range from Monday to Sunday, 6 am– 2 am. The roster changes weekly in line with confirmed bookings
- This position requires the incumbent to hold a current Working with Children Check

Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.