



Position Description – Supervisor Bombini Buzz

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 Customers, 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 Business 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 Supervisor of Bombini Buzz will work alongside the team to create an iconic Melbourne venue by following the core values of both Bombini Buzz and Arts Centre Melbourne as a whole.

- Assist
- Advise
- Support
- Administer
- Lead
- Oversee
- Develop.
- Conserve
- Amplify
- Publicise
- Create
- Manage

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.

Reports to

Manager Café Vic and Bombini Buzz

Direct Reports

F&B Attendants 1-10

Key Relationships	<p>Internal</p> <ol style="list-style-type: none"> 1. Visitor Experience team 2. Presenters services team 3. Marketing team 4. Finance team 5. Human Resources Team 6. Facilities Team 7. CM&E Operational Team 8. CM&E Sales Team 9. The Barre Team 10. Café Vic Team 11. Cento Team 12. Wirths Team 13. Foyer Bar Team 14. Hamer Hall Team 15. SMMB Team 16. Kitchen Brigade 17. Senior Food & Beverage Management Team. <p>External</p> <ol style="list-style-type: none"> 1. The Bombini Buzz patrons 2. Suppliers 3. Resident Companies 4. NGV 5. PRC 6. Uber 7. Cabs Victoria
Position Type	Full Time
Salary Classification	Band 2.2.15
Financial Delegation	NA

Key Criteria	
Qualifications	<ul style="list-style-type: none"> ▪ Current RSA Certificate
Experience	<ul style="list-style-type: none"> ▪ 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 ▪ Social and Digital Media Aware ▪ Advance Barista Skills ▪ Advance Cocktail Knowledge ▪ Microsoft Packages ▪ Advance Regional Wine Knowledge
Other (ie legal or physical)	Ability to see in low light, walking and using stairs, standing for extended periods, manual handling/lifting

Accountabilities

Provide visible leadership to the Bombini Buzz team

- Ensure team members are actively engaged with their business unit and provided with regular feedback on performance;
- 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, Café Vic and Bombini Buzz 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 organization

- 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 the Manager Café Vic and Bombini Buzz, actively promote the venue through all social media and digital channels to increase awareness and revenue for the venue;
- In collaboration with the Manager Vafe Vic and Bombini Buzz, identify opportunities in value add services to increase revenue;

Ensure food and beverage service, presentation and delivery is in line with the Bombini Buzz standards

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

Collaborate with the Manager Café Vic and Bombini Buzz 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 Bombini Buzz
- 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 Bombini Buzz

- Contribute to the development of reports are accurate, timely and audit compliant;
- Achievement of staff resource targets and budget outcomes;
- Bombini Buzz Bar presentation and cleanliness is of a high standard;
- Workplace hazards and risks identified and managed;
- Wastage is minimised and maintained;
- Expenses in line or 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
 - Managing daily revenue
 - 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;
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- Comply with all policies, procedures and guidelines introduced by Arts Centre Melbourne in the interest of health and safety;
- Food safety logs are up to date;
- Food is stored appropriately;
- Ensure staff 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
- Food safety policies and procedures are maintained