

# STATEMENT OF DUTIES

## Front of House Supervisor

<b>Award:</b>	<i>Port Arthur Historic Site Management Authority Award</i>
<b>Classification:</b>	General Stream Band 4
<b>Employment Status:</b>	Fixed term full-time, Rostered Day Worker
<b>Location:</b>	Port Arthur Historic Site
<b>Department</b>	Tourism Operations

### Position Objective:

To assist the Director Tourism Operations in overseeing the efficient and effective operation of all Front of House Food & Beverage operations for the Port Arthur Historic Site Management Authority (PAHSMA). This includes working in partnership with the Head Chef to deliver superior food and beverage experiences and sound financial management.

### Assigned Primary Duties:

- Coordinate Front of House Food and Beverage (F&B) operations for PAHSMA in conjunction with Back of House operations.
- Undertake administrative, financial and people focused duties to ensure efficiency, productivity and profitability of the F&B outlets.
- Contribute to the financial management of F&B operations including the continued improvement, implementation and analysis to ensure ongoing profitability.
- Ensure the quality and visual presentation of merchandise in all F&B outlets is of the highest quality and aligns with current consumer and industry trends and visitor satisfaction.
- Supervise Front of House staff in their performance of duties ensuring accuracy of transactions, high levels of customer service, compliance with food safety standards, sanitation and safety regulations and other administrative duties.
- Provide leadership in the ongoing improvement of the food and beverage units by communicating corporate objectives, PAHSMA Values and expectations.
- Investigate and appropriately resolve issues or concerns as they arise within areas of responsibility, including visitor complaints
- Incident Controller (Rostered) as detailed in PAHSMA's Emergency Management Plan
- Undertake other relevant duties as directed by the Director Tourism Operations

### Level of Responsibility:

The Front of House Supervisor is responsible for coordinating the delivery of food and beverage services at PAHSMA to the highest standard. The incumbent will work with the Head Chef to maintain profitability of operations and quality goals across all food and beverage outlets.

The incumbent is expected to use independent decision making and initiative to resolve issues to satisfy client and stakeholder requirements. Designated work activities will be completed on time and to a high standard.

Attendance to duties will be undertaken in a cooperative and professional manner, including participation in regular team meetings and maintenance of a cohesive team structure and compliance with PAHSMA policies and procedures. Also required, are diligence in punctuality, attendance, courteous behaviour and attention to personal presentation. Regular liaison with other team members, internal and external stakeholders is crucial. The Front of House Supervisor is also responsible for ensuring that tools, equipment and resources are used appropriately..

The incumbent has a responsibility to demonstrate willingness to participate in staff development activities and to continue to update knowledge and skills associated with their employment at PAHSMA.

Positions at this level involve the following Work Health & Safety (WHS) responsibilities:

- Comply with all WHS and PAHSMA policies and procedures
- Report and document all accidents/incidents
- Thorough knowledge of procedures in PAHSMA's Emergency Management Plan and the actions it identifies for this position

**Direction / supervision received:**

The Front of House Supervisor will report to the Director Tourism Operations and operates under general direction with a degree of flexibility, innovation and initiative expected when dealing with day-to-day operational matters. The incumbent is expected to apply specialised expertise to resolve complex operational issues with existing systems, procedures, infrastructure and equipment.

**Vaccinations/Health Surveillance:**

The following is recommended for this position:

- Nil

**Knowledge and Skills (Selection Criteria)**

1. Proven work experience as a restaurant supervisor, manager, hospitality manager or similar role, demonstrating leadership and supervisory skills with the ability to instruct and motivate staff.
2. Proven administrative and financial skills in a food and beverage environment, including forecasting, managing costs and meeting financial targets.
3. Well-developed interpersonal and communication skills with proven customer service experience, with exceptional food and beverage knowledge.
4. Demonstrated ability to work either independently or as a member of a team and exercise initiative, judgement, discretion and to prioritise work to meet deadlines.
5. Proven experience with computer systems and programs including computerised stock management and point of sale system.
6. Demonstrated organisational skills and ability to manage food, hygiene, sanitation and work health and safety standards in a food and beverage environment

**Qualifications and Requirements:**

**Desirable:**

- Relevant qualifications in Hospitality or Business Management
- First Aid Certificate

**Working Environment:**

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state, national and international level. All three sites managed by the Authority are included in the Australian Convict Sites World Heritage listing. They are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world. All

PAHSMA employees have a responsibility to ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage and to comply with the direction of the *Port Arthur Historic Site Management Authority Act 1987* and the *Port Arthur Historic Sites Statutory Management Plan 2008*.

The Port Arthur Historic Site Management Authority is committed to high standards of performance in relation to Work Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise and promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

The Port Arthur Historic Site Management Authority is a smoke-free working environment. As such, smoking is prohibited in the workplace including the historic sites' grounds and PAHSMA vehicles.

The working environment of the Port Arthur Historic Site Management Authority is governed by:

#### **Our Vision:**

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences.

#### **Our Purpose**

To conserve and enhance the heritage values of our world heritage convict sites and to share the stories of these places and the people connected to them.

#### **Our Values**



**Unity** – we work as one to achieve PAHSMA's Vision and Purpose



**People Matter** – we acknowledge and show respect to our people – past, present and future



**Accountability** – we hold ourselves, and each other, accountable for our actions and behaviours



**Passion and Pride** – we are committed to being world class

#### **State Service Principles**

The State Service Principles (the Principles) are contained in section 7(1) of the *State Service Act 2000*. Section 8 of the Act requires Heads of Agency to uphold, promote and comply with the Principles and section 9(13) of the Act requires employees to behave at all times in a way that upholds the Principles.

The Principles are a core element of the State Service and represent the minimum responsibilities of officers and employees. Employees should familiarise themselves with the Principles and must work to ensure the Principles are embedded into the culture of the Authority and that the Principles are applied to all Authority decision-making and activities.

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### Code of Conduct

The State Service Code of Conduct (the Code) is contained in section 9 of the *State Service Act 2000*. It complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service. The Chief Executive Officer of the Port Arthur Historic Site Management Authority has legislative authority to investigate an allegation of a breach of the Code and to impose a sanction where a breach has been determined.

The *State Service Act 2000* and Employment and Ministerial Directions can be found on the State Service Management Office website at  
[http://www.dpac.tas.gov.au/divisions/ssmo/employment\\_directions](http://www.dpac.tas.gov.au/divisions/ssmo/employment_directions)

Jenny Goulding  
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Certified Correct

Jane Harrington  
**ACTING CHIEF EXECUTIVE OFFICER**  
Approved / Not approved

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