

## POSITION DESCRIPTION

**Position:** Assistant Conference & Events Manager

**Department:** Conference & Events

**Reports to:** Conference & Events Manager

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### Objective

- Under the general direction of the Conference & Events Manager and within the constraints of established National Wine Centre policies and procedures, the Assistant Conference & Events Manager plans, manages and co-ordinates the operation of Conference and Events Service.
- To work within budget constraints whilst at the same time maintain pre-determined service standards, achieve maximum guest satisfaction and contribute to the achievement of the budgeted profit.
- To assist in developing the Conference and Events team by establishing effective employee relations, leading by example and providing performance feedback.
- To manage and direct the Conference and Events floor during set up and service and to ensure client expectations are met and surpassed whilst achieving optimum financial goals.
- To participate in the ongoing development of the NWC's Conference and Events product, including internal events and festivals.
- To provide strong leadership to motivate and engage the Conference and Events team to deliver five-star service.

### Responsibilities

#### Function Running and Communication

- Review C&E event orders in advance and ensure appropriate levels of staff are rostered to maximise the level of business.
- Liaise with the Kitchen and Sales teams to ensure client expectations are exceeded whilst managing staff, labour costs and training.
- Check all rooms are set prior to events to ensure required standards are met
- Be present on the C&E floor to oversee/manage major events and conferences both internally and off site. This is a "hands-on operational role".
- Liaise with clients on the day to ensure all requests have been met and exceeded.
- Delegate duties to the Services Managers and Team Leaders.
- Ensure that Services Managers and Team Leaders conduct pre-event briefings for the C&E team and prepare task lists for C&E Supervisors and Team Leaders.

#### Training and Team Building

- Develop the team through day to day feedback and consultation, implementing new procedures when necessary.
- Conduct regular team meetings to communicate operational information.
- Counsel staff when necessary and report feedback to C&E Manager.
- Conduct on-the-job training sessions for Food and Beverage service employees.
- Ensure staff grooming is of the highest standard, per NWC grooming policy.

## **Reporting and Administration**

- Assist with rostering when required to ensure payroll is kept in line with budget requirements; rosters to be posted on the Thursday before week commencing.
- Assist in monitoring the food and beverage COGS, controlling costs, profit and loss expenses and wages through effective staffing levels.
- Attend and contribute to the monthly Management Meetings in the absence of the C&E Manager.
- Complete and post daily reports on all events.
- Monitor, control and report breakages each month.
- Monitor staff time records and authorise at the end of each session with your signature. Ensure that Award requirements, in particular required staff breaks, are met.
- Assist in the recruitment and interviewing of food and beverage staff.
- Actively drive a culture of WHS excellence, completing near miss/incident reports, adhere to WHS Policies and Procedures and adhere to Event Safety Plans for all internal and off site events.

## **General Maintenance and Stocktake**

- Direct the opening and closing of the centre and roster accordingly.
- Liaise internally regarding linen/maintenance/F&B and general stock.
- Maintain par levels on all equipment requirements; liaise with C&E Manager on purchase requirements.
- Ensure correct handling and storage of all C&E equipment and supplies.
- Ensure the general maintenance and housekeeping of the outlets is kept to the highest possible level.

## **Physical Requirements: *(including and not limited to)***

- Lifting/carrying: banquet furniture, tables, chairs, glass racks, beverage stock, dry goods stock, empty/full drink trays, coffee cup trays, plates (food & clearing), food platters, table linen, cutlery baskets, chinaware
- Pushing & pulling: table trolleys, goods trolleys, chair trolleys, plant boxes, coat racks, mobile bars, beverage stock trolleys, full linen bags, client boxes/banners

## **Person Specification/Skills/Qualifications:**

- Diploma/Degree in hospitality or similar management studies
- Highly developed skills in Microsoft Word, Excel, Email
- Exceptional leadership skills
- Ability to work autonomously
- Excellent Communication skills
- Possess good interpersonal skills and ability to work in a team environment
- Work well under pressure
- Have initiative and be self motivated
- Have a strong understanding of Food and Beverage operations
- Present a corporate image with a pleasing personality

## Work Health Safety & Wellbeing

- All Supervising staff are required to implement and maintain the National Wine Centre's WHS&W Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards.
- All other staff will assist the National Wine Centre to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures.
- Where appropriate, staff will initiate and participate in worksite inspections, incident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
- Staff will also inform the National Wine Centre of any unsafe working practices or hazardous working conditions.

Employee Name (print) \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_