



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Venue Supervisor
<b>BUSINESS UNIT</b>	UNE Life Food & Beverage outlets
<b>REPORTING TO</b>	Events & Special Projects Manager
<b>LOCATION</b>	Armidale
<b>CLASSIFICATION</b>	Hospitality Industry (General) Award
<b>DATE</b>	February 2024

### PURPOSE OF THE POSITION

With a focus on service excellence, the Venue Supervisor is responsible for the efficient and professional running of UNE Life food & beverage outlets which contributes to the achievement of UNE Life strategic objectives.

The Venue Supervisor trains food and beverage staff, is responsible for all daily operations, assists with procedures for inventory control including buying and replenishment, presentation, product knowledge and service standards. The Venue Supervisor has a strong physical presence in the venues, participating as a member of the team to facilitate and improve daily workflow.

### ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our university campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided into 5 business units, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.



- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.

## UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust.
- Respect – yourself, others, and all we do.
- We are a team – we get things done, together.
- Never settle – we live for continuous improvement.
- Surpass expectations – we focus on customer satisfaction.
- We're committed – we do what we do because we believe in it.

## UNE LIFE FOOD & BEVERAGE VENUES

UNE Life encompasses a variety of different food & beverage outlets. The Venue Supervisor is responsible for facilitating operations of the below outlets:

- Café Life
- W77 Café
- The Bistro
- Bellevue Sporting Oval
- Vending

## KEY ACCOUNTABILITIES

1. Lead a team to provide exceptional customer service at all times, that is both friendly and efficient, in a fast-paced environment;
2. Be present as an active team member in each outlet to facilitate staff training and development, correct workflow issues and oversee daily operations;
3. Ensure all venue opening & closing procedures within these areas are being followed daily;
4. In collaboration with key management positions, provide induction training for new staff and assist to complete probationary review documentation as required;
5. In collaboration with the key management positions, assist with stock management including ranging, sourcing, merchandising and product development (as required); inventory management including buying, replenishment, stock control, storage, pricing and discounting to maximise commercial outcomes, for front of house;
6. Utilise UNE Life rostering system to schedule staff shifts in each venue as required;
7. Supervise the POS and other business systems to ensure data management and reporting is carried out with accuracy and timeliness to provide business insights, according to UNE Life procedure;



8. Ensure all outlet front of house service areas and outdoor areas are kept clean and tidy at all times;
9. Report repairs and maintenance for all food & beverage facilities and equipment to your reporting line manager;
10. Advise your reporting line manager of any and all customer feedback, suggestions, complaints or requests and assist with actions;
11. Assist reporting line manager with continual improvement on all operations;
12. Ensure all workplace legislative requirements and guidelines are achieved.
13. Must always be well presented, have a great work ethic and the ability to perform well under pressure.

**Note:** *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

## LEADERSHIP ACCOUNTABILITIES

1. Espouse UNE Life values.
2. Provide staff engendering teamwork and collaboration.
3. Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
4. Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.
5. Contribute to the development of a culture of continuous improvement.
6. Develop and maintain effective relationships, alliances and networks within the community.

## KEY RELATIONSHIPS

Direct Reports:

- Food & Beverage Attendants
- Café Life & W77 Duty Manager

External Stakeholders

- UNE staff
- UNE students
- Wider community

Internal Stakeholders:

- UNE Life Colleagues

## SELECTION CRITERIA

1. Relevant Tertiary qualifications and/or equivalent experience including customer service, team management; buying, budgeting, stock control and staff management.
2. Demonstrated interpersonal, negotiation, listening and communication skills with the ability to develop and maintain networks and contacts and relate to stakeholders from diverse backgrounds.



3. Proven organisational skills including the ability to assess priority of tasks, roster staff, manage workload and meet multiple (or conflicting) deadlines.
4. Ability to work a Tuesday to Saturday roster during Bellevue Rugby season (April to September).
5. Demonstrable sound IT skills.
6. Proven commitment to delivering excellent customer service.
7. Willingness to be part of an enthusiastic and motivated team within a diverse workforce.
8. Demonstrated awareness of Safe Food Handling processes and Responsible Service of Alcohol policies.
9. Must always be well presented, have a great work ethic, and the ability to perform well under pressure.
10. A positive can-do attitude and the ability to work nights, weekends & public holidays.

## SPECIAL REQUIREMENTS

11. Maintain a current Responsible Service of Alcohol competency card.
12. Act as Food Safety Supervisor.
13. Current driving license and the ability to travel between sites as required.
14. First Aid certification.
15. Emergency Warden training.

## POSITION DIMENSIONS

### Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

### Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

## EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

