



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Event & Catering Supervisor
<b>BUSINESS UNIT</b>	UNE Life Events & Catering
<b>REPORTING TO</b>	Event, Food & Beverage Manager
<b>LOCATION</b>	Armidale
<b>CLASSIFICATION</b>	Award Free
<b>DATE</b>	July 2024

### PURPOSE OF THE POSITION

With a focus on service excellence, the Event & Catering Supervisor at UNE Life orchestrates the seamless and professional execution of events and catering services, directly contributing to UNE Life's strategic goals. This role demands proactive engagement with both internal and external stakeholders to ensure cohesive and flawless event delivery.

The supervisor is hands-on in managing all operational aspects of event setup, execution, and breakdown, adhering strictly to health and safety standards and budget constraints. Key responsibilities include overseeing the integration of event operations, assisting in financial oversight to ensure activities are within budget, conducting final inspections to meet client and organisational standards, and managing administrative and feedback processes to refine and enhance service delivery.

This role ensures the delivery of exceptional and memorable experiences, fostering improvements across all facets of UNE Life Events & Catering.

### ORGANISATIONAL CONTEXT

UNE Life is a wholly owned, not-for-profit entity of the University of New England independently governed by a Board of Directors and managed by a CEO. We are a business dedicated to enhancing the experience of our students, staff and community through the provision of quality and innovative service both on-campus and off campus in the wider Armidale community.

UNE Life is divided into six (6) business units:

- Commercial Services - incorporating our retail outlets, restaurant and cafes, catering and cinemas businesses.
- SportUNE - incorporating our gym, on campus sporting facilities, and recreational
- facilities/activities.



- Safety, Security & Information
- Event Management
- Corporate Services - finance, governance, information management and human resources.
- Student Experience - incorporating Tune FM (student radio) and Advocacy and Welfare Services.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

## KEY RESPONSIBILITIES

1. Liaise with external (clients, suppliers, service providers and other key contacts) and internal stakeholders as required to ensure integration, synergy and accurate execution for all events and catering.
2. Maintain a hands-on approach required for operations and logistics of all event & catering set-up, execution, transportation and pack down, ensuring compliance with health and safety regulations and UNE Life policies.
3. Assist with managing event and catering budgets, ensuring all activities are completed within the allocated budget, and track and report on financial performance.
4. Conduct final inspections on the day of the event to ensure everything adheres to the client's standards.
5. Assist in coordinating and maintaining event and catering database.
6. Oversee administrative processes within the event and catering area, including managing event and catering quotes, deposits and reconciliations, process invoices for all events, monitor and review costings and compliance.
7. Assist in coordinating post event and catering follow up feedback.

## KEY RELATIONSHIPS

Direct Reports:

- Food & Beverage Attendants
- Volunteers

External Stakeholders

- Suppliers
- Clients
- Service Providers
- Contractors, etc

Internal Stakeholders:

- UNE Colleagues
- UNE Life Colleagues



## SELECTION CRITERIA

1. Relevant Tertiary qualifications and/or equivalent experience.
2. Highly developed IT skills, including Word, Excel and other MS office programs, database management, and foundational knowledge of IT hardware as it relates to event management.
3. Knowledge and demonstrable experience in complying with legislative obligations including Safe Food Handling standards & RSA.
4. Demonstrated interpersonal, negotiation, listening and communication skills with the ability to develop and maintain networks and contacts and relate to stakeholders from diverse backgrounds.
5. Excellent organisational skills including the ability to assess priority of tasks, manage workload and meet multiple or conflicting deadlines, both collaboratively and independently.
6. Demonstrated ability to apply innovative thinking to develop options, critically evaluate alternatives and implement solutions to issues.
7. Demonstrated ability to be flexible, to work proactively and cooperatively in a small team and to build productive working relationships.
8. Must always be well presented, have a great work ethic and the ability to perform well under pressure with a positive can-do attitude.

## SPECIAL REQUIREMENTS

1. Current driving licence and the ability to travel between sites as required.
2. Responsible Service of Alcohol – maintain a current competency card.
3. Maintain current First Aid certification.
4. Act as an Emergency Warden (training provided).
5. Maintain Food Safety Certificate

## 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			

