

SCHEDULE B - POSITION DESCRIPTION

Position: Events Operation Manager

Department: Events

Reports to: Food & Beverage Services Manager

Objective

Under the general direction of the Food & Beverage Services Manager, the Events Operation Manager is responsible for planning, leading and coordinating the delivery of Events operations in accordance with National Wine Centre policies and procedures.

The role ensures service excellence, operational efficiency and commercial performance by:

- Operating within approved budget parameters while maintaining established service standards, maximising guest satisfaction and contributing to the achievement of budgeted profit targets.
- Leading, developing and engaging the Events team through effective employee relations, visible leadership and structured performance feedback.
- Directing and overseeing Events operations during event preparation and service to ensure client expectations are consistently met and exceeded.
- Contributing to the ongoing development and enhancement of the National Wine Centre's Events product offering, including internal events, off site catering, festivals and strategic initiatives.

Responsibilities

Reporting & Leadership

- Report to the F&B Services Manager on all Events activities and performance outcomes.
- Provide strong, visible leadership to motivate and engage the Events team to consistently deliver five-star service standards.
- Delegate responsibilities to the Event Managers and Team Leaders to ensure effective operational delivery.
- Conduct regular team meetings to communicate operational priorities and performance expectations.
- Nurture a positive, high-performing team culture through day-to-day leadership, consultation and feedback.

People Management & Development

- Oversee recruitment and interviewing of food and beverage team members.
- Conduct performance development reviews for all full-time team members.
- Provide ongoing coaching, counselling and performance feedback, escalating matters to the F&B Services Manager as required.

- Develop formal training plans and deliver on-the-job training for food and beverage service employees.
- Ensure Event Managers and Team Leaders conduct structured pre-event briefings and prepare detailed task lists.
- Monitor staff time records and authorise payroll in compliance with Award requirements, including mandated breaks.
- Ensure staff grooming standards are maintained in accordance with NWC policy.

Events Operation

- Oversee the opening and closing of the centre and roster management accordingly.
- Review event orders in advance to ensure appropriate staffing levels and operational readiness.
- Check all event spaces prior to service to ensure room set-ups meet required standards and client specifications.
- Maintain a strong on-floor presence to oversee and manage major conferences and events, both onsite and offsite, in a hands-on operational capacity.
- Liaise directly with clients on the day of events to ensure all requirements are met and exceeded.
- Oversee the weekly events planning handover meeting to ensure seamless communication between event planning and operations.
- Complete and distribute daily operational reports for all events.

Financial & Commercial Management

- Oversee rostering and forecasting to ensure payroll costs (via Employment Hero) remain within approved budget requirements, with rosters finalised and published in advance (by Thursday for the following week).
- Monitor and manage food and beverage COGS, labour costs and P&L expenses to optimise profitability.
- Manage staffing levels to balance service excellence with financial performance.
- Review and oversee the guest satisfaction survey results, and implement corrective actions based on feedback.

Cross-Functional Collaboration

- Liaise with the Kitchen and Event Planning Teams to ensure client expectations are exceeded while effectively managing staffing, labour costs and training requirements.
- Liaise internally regarding linen, maintenance, food & beverage requirements and general stock.
- Maintain effective communication with internal stakeholders to ensure seamless event delivery.

Stock, Equipment & Asset Management

- Maintain par levels for all Events equipment and consult with the F&B Services Manager regarding purchase requirements.
- Ensure correct handling, storage and maintenance of all events equipment and operating supplies.
- Ensure general maintenance and housekeeping standards across all event spaces are maintained to the highest level.

Compliance, Safety & Risk Management

- Actively drive a culture of Work Health & Safety excellence across the events function.
- Ensure completion of guest and staff near miss and incident reports in accordance with WHS policies and procedures.
- Ensure all Events operations comply with National Wine Centre and Adelaide University policies and regulatory requirements.

Physical Requirements: (including, but not limited to)

- Lifting/carrying: Event 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
- Understand Food and Beverage operations

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 ____ / ____