

POSITION DESCRIPTION

Position: Conference and Events Services Manager

Department: Conference and Events

Reports to: Conference and Events Manager

Objectives:

Under the general direction of the C&E Manager and within the constraints of established National Wine Centre of Australia (NWC) policies and procedures, the C&E Services Manager assists in planning, managing and co-ordinating the operation of Conference and Events (C&E) service.

Responsibilities:

Leadership & People Management

- Provide strong, visible leadership to the C&E team, motivating and engaging staff to consistently deliver five-star service.
- Develop the C&E team by establishing effective employee relations, leading by example, and providing regular performance feedback and coaching.
- Delegate duties to C&E Team Leaders and provide clear direction during event preparation and service.
- Conduct pre-event briefings and prepare detailed task lists for C&E Team Leaders.
- Monitor staff performance and grooming standards in accordance with NWC policies.
- Counsel staff as required and escalate performance or conduct matters to the Conference & Events Manager.
- Foster a positive, professional team culture across the C&E function.
- Undertake additional duties as directed by the Conference & Events Manager.

Conference & Events Operations

- Manage and direct C&E operations during event set-up and service, ensuring client expectations are met and exceeded.
- Maintain a strong on-floor presence to oversee major conferences and events, both onsite and offsite, in a hands-on operational capacity.
- Check all room set-ups prior to events to ensure required standards and client specifications are met.
- Liaise directly with clients on the day of events to ensure all requirements are delivered to a high standard.
- Assist with reviewing event orders in advance and ensure appropriate staffing levels are rostered to maximise business outcomes.
- Supervise and coordinate service operations in Wined Bar on an ad hoc basis or in the absence of the Wined Bar Manager.
- Assist with opening and closing the Centre as required.

Financial Management

- Operate within approved budget constraints while maintaining service standards, maximising guest satisfaction and contributing to the achievement of budgeted profit.
- Monitor food and beverage cost of goods sold (COGS), labour costs and event-related expenses to optimise financial performance.
- Monitor and control wage costs through effective staffing and rostering decisions.
- Monitor, control and record breakages and report trends to management.
- Complete and distribute daily operational and financial event reports.

Planning, Rostering & Administration

- Monitor staff time records and authorise them at the conclusion of each event/session, ensuring Award compliance, including mandated breaks.
- Provide administrative support to the Conference & Events Manager, including monitoring booking changes and adjusting rostering where possible.
- Report to the Conference & Events Manager on all C&E activities and outcomes.

Product Development & Continuous Improvement

- Participate in the ongoing development of the NWC's C&E product, including internal events and festivals.
- Identify opportunities to improve service delivery, operational efficiency and guest experience.
- Implement new procedures and service improvements in consultation with the Conference & Events Manager.

Stock, Equipment & Asset Management

- Liaise internally regarding linen, maintenance, food and beverage requirements and general stock.
- Maintain par levels for all C&E equipment and supplies, consulting with the Conference & Events Manager on purchase requirements.
- Ensure correct handling, storage and care of all C&E equipment and operating supplies.
- Ensure general maintenance and housekeeping standards of all event spaces are maintained at the highest level.
- Report maintenance issues and equipment faults in a timely manner.

Compliance, Safety & Risk Management

- Review and adhere to Event Safety Plans for all internal and offsite events.
- Actively promote and drive a culture of Work Health & Safety excellence.
- Complete and submit guest and staff near miss and incident reports and escalate issues to management as required.
- Ensure compliance with responsible service of alcohol requirements, fire prevention regulations and non-smoking laws.
- Ensure all operations adhere to NWC and Adelaide University policies and procedures at all times.

Physical Requirements: *(including, but not limited to)*

- Lifting/carrying: C&E 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 an understanding of Food and Beverage operations
- Present a corporate image with a pleasing personality

Work Health Safety & Wellbeing

- All Management and Supervising staff are required to implement and maintain the NWC's WHS Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards.
- All other staff will assist the NWC 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 NWC of any unsafe working practices or hazardous working conditions.
- The NWC is committed to providing a safe, respectful, and inclusive workplace and ensuring it is free from workplace harassment, bullying and sexual harassment. Harassment in any form will not be tolerated. The NWC takes proactive steps to identify and eliminate risks of harassment through education, clear policies, risk management, leadership accountability, and by promoting a culture of respect

Employee Name (Print) _____

Employee Signature _____

Date _____