

SCHEDULE B - POSITION DESCRIPTION

Position: Events Manager

Department: Events

Reports to: Events Operations Manager

Objective

Under the general direction of the Events Operations Manager, the Events Manager is responsible for assisting with the management and coordination of front-of-house event operations, ensuring the delivery of exceptional service in accordance with National Wine Centre policies, 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

Event Operations & Service Delivery

- Report to the Events Operations Manager on all event operations for the National Wine Centre and Union House Events.
- Lead and motivate the Events front of house team to deliver five-star service and exceptional guest experiences.
- Review event orders and roster staff appropriately to meet business demands.
- Inspect room setups and provide hands-on operational oversight for all internal and off-site events.
- Consult with clients to ensure expectations are met and exceeded.
- Delegate tasks and conduct pre-event briefings to ensure smooth event delivery.
- Assist with Wined Bar and Taikunthi Restaurant operations as directed or in the absence of the Manager.

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Financial & Commercial Management

- Manage COGS and wages through efficient rostering and cost control while maintaining service standards.
- Support administrative duties, including staff rostering and daily operational reporting.
- Maintain equipment par levels, manage procurement requirements, and ensure appropriate handling and storage of resources.

People Management & Development

- Provide regular feedback, coach and counsel staff when required, and foster a positive team culture.
- Ensure staff grooming and presentation standards align with NWC expectations.
- Support training, development, and performance management of Events team members.

Venue Standards & Guest Experience

- Maintain high standards of outlet cleanliness, presentation, and operational upkeep.
- Ensure event spaces, equipment, and service areas are maintained to NWC standards.
- Promote a consistent focus on guest satisfaction and service excellence.

Workplace Health & Safety & Compliance

- Complete and escalate guest and staff near miss and incident reports.
- Promote a culture of WHS excellence and ensure compliance with safety requirements and Event Safety Plans.
- Assist with building opening and closing procedures and act as the designated Responsible Person (RP badge holder) when required.
- Ensure compliance with Responsible Service of Alcohol (RSA), fire safety, and non-smoking regulations.
- Uphold all NWC policies, procedures, and operational standards.

Physical Requirements: *(including and 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 (serving and 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

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Person Specification/Skills/Qualifications:

- Diploma/Degree in hospitality or similar management studies.
- Knowledge of F&B operations.
- Strong leadership and communication.
- Self-motivated and able to work independently.
- Proficient in MS Office.

Work Health Safety & Wellbeing:

- All Management and 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 ____ / ____ / ____

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