SCHEDULE B - POSITION DESCRIPTION

Position: Food & Beverage Operations Manager

Department: Operations

Reports to: Head of Operations

OBJECTIVE:

The role is responsible for leading and overseeing all front-of-house food and beverage operations, strategic initiatives, and special projects across Events, Taikunthi Restaurant, Union House events, off-site catering, and pop-up venues, ensuring all activities are delivered in accordance with National Wine Centre policies, procedures, and service standards.

RESPONSIBILITIES:

Management & Leadership

- Lead and actively manage daily front-of-house food and beverage operations across all service areas, ensuring a balanced and integrated approach between departments.
- Ensure Taikunthi Restaurant bookings and Events are appropriately staffed to meet operational needs while maintaining payroll costs within approved budgets.
- Oversee recruitment, onboarding, training, performance development reviews, and succession planning to foster a positive, high-performing team culture.
- Conduct regular team meetings to communicate operational priorities and performance expectations.
- Develop, implement and maintain service standards to ensure a consistent and high-quality customer experience.
- Proactively manage guest feedback and complaints, resolving issues promptly to maintain exceptional guest satisfaction.
- Lead the development and implementation of new food and beverage concepts, initiatives and projects.
- Consult with the Event Planning team to ensure the effective and timely handover of Events requirements.

Stakeholder & Interdepartmental Collaboration

- Build and strengthen relationships across the National Wine Centre and Adelaide University to maintain effective communication and open feedback channels.
- Collaborate with the Executive Chef and Head of Operations to regularly review products and services, enhancing food quality, presentation, and operational productivity.
- Work closely with the Head Sommelier to develop, review, and manage wine and beverage lists, oversee product training, and facilitate wine-related events.

- Partner with the Inventory Controller to review cost of goods sold (COGS) and food and beverage retail pricing.
- Work with the NWC Marketing team to support Taikunthi marketing initiatives and social media activities as required.
- Attend and contribute to management meetings and other operational meetings as required.
- Ensure building access, cleaning, and maintenance requirements are managed effectively, and report maintenance issues in a timely manner

Financial Management & Commercial Performance

- Oversee and monitor financial performance, including sales results, forecasting, labour costs, COGS, and operating expenses, to optimise profitability.
- Analyse market trends and customer preferences to inform pricing strategies and product offerings.
- Analyse catering sales performance, labour costs, operational reporting, and guest feedback data to identify trends and implement continuous improvement initiatives across the business.
- Implement strategies to increase revenue and optimise costs without compromising service quality.
- Review and monitor daily food and beverage financial reporting.
- Oversee rostering to ensure labour costs remain within approved budget parameters.
- Regularly review POS system performance and functionality in conjunction with direct reports and the Inventory Controller.
- Provide monthly operational reports on Taikunthi to the General Manager.
- Assist the Executive Team with annual budget preparation and financial planning processes.

Operations & Asset Management

- Maintain a visible and active front-of-house presence across Union House and the National Wine Centre, ensuring consistent leadership coverage.
- Conduct regular inspections of all service areas to ensure operational standards are maintained. Oversee the management of the online restaurant reservation system in conjunction with the Restaurant Manager.
- Maintain par levels of equipment and procure additional items as required.
- Ensure the correct handling, storage, and maintenance of furniture, fixtures, equipment, and operating supplies.
- Monitor, control, and report breakages.

Compliance, Governance & WHS

- Ensure adherence to all National Wine Centre and Adelaide University policies and procedures.
- In collaboration with the Head of Operations, take an active lead in all WHS improvement initiatives across food and beverage operations, including risk assessments, safe work procedures, incident prevention strategies, manual handling practices, and staff compliance training. Report and manage WHS activities through Skytrust.

- Oversee the continuous review of all Standard Operating Procedures (SOPs) and ensure they are effectively implemented and consistently applied across all food and beverage operations.
- Identify operational hazards and implement strategies to mitigate risk.
- Ensure the responsible service of alcohol in accordance with the Liquor Licensing Act 1997 and the General Code of Practice.
- Ensure a nominated 'Responsible Person' is always rostered while venues are open for trade.

Project Responsibilities & Strategic Initiatives

- Develop and formalise annual operational staff training programs (training needs analysis) focused on succession planning, mentoring, team development, and service excellence standards.

- Conduct monthly Food and Beverage meetings with departmental managers and provide meeting minutes, including key actions and follow-up items, to the General Manager and Head of Operations.

- Lead and support cross-functional operational projects associated with large-scale events, festivals, conferences, and private functions.

- Review, implement, and optimise innovative food and beverage technologies, including digital ordering platforms, QR codes, POS and CRM enhancements, AI, online catering ordering platforms, and guest feedback tools to improve operational efficiency and guest experience.

- Oversee the selection, purchase and implementation of new operating equipment, prioritising service ware, crockery, platters, glassware, and presentation concepts to enhance operational performance and guest presentation standards.

- Participate in venue refurbishment and enhancement projects relating to all venue layouts, operational flow, furniture and equipment selection, and overall guest experience design.

- Lead reviews and continuous improvement projects relating to event pack-down procedures, equipment handling, storage processes, and back-of-house operational safety.

- Develop and deliver 1 – 2 unique food and beverage experiences for Taikunthi annually, collaborating with third-party partners, suppliers, and culinary specialists to create premium activations and signature dining experiences.

- Review and develop additional Food & Beverage partnerships for Taikunthi to increase patronage, broaden market reach, and diversify the product offering.

- Create and maintain Taikunthi specific event package menus, beverage offerings, and tailored booking agreements aligned with brand positioning and operational requirements.

- Collaborate with events and operational teams to lead the development and implementation of an online Taikunthi ordering platform for offsite catering services, enhancing client experience, operational efficiency, and order management processes.

- In collaboration with the Executive Chef, review, monitor and implement food safety standards, and compliance programs and record keeping across all outlets and kitchen operations to ensure consistent adherence to Food Safety Standards (Standard 3.2.2A Food Safety Management Tools) and premium hospitality requirements, and report on compliance outcomes.

- Drive, implement and champion sustainability initiatives across all food and beverage operations, including reviewing and improving waste reduction practices, source separation systems, environmentally responsible service procedures, and staff engagement programs to support long-term sustainable operations.

PERSON SPECIFICATION

- A Bachelor's degree in Hospitality Management or a related discipline is preferred.
- Minimum 3–5 years' experience in a food and beverage management role within a high-volume or multi-outlet environment.
- Demonstrated leadership capability with the ability to build, motivate and manage high-performing teams.
- Highly developed communication and interpersonal skills, with the ability to engage effectively across all levels of the organisation.
- Strong financial acumen, including experience in rostering, labour management, forecasting and cost control within approved budgets.
- Proven ability to work autonomously and perform effectively in a fast-paced, high-pressure operational environment.
- Well-developed problem-solving skills, with the ability to identify operational issues and implement timely and practical solutions.
- Demonstrated commitment to delivering consistently high standards of customer service and guest experience.
- Strong sense of accountability, taking ownership of operational outcomes and professional responsibilities.
- Demonstrated commitment to ethical, fair and professional conduct at all times.
- Proven ability to develop, document and implement operating systems and procedures, ensuring compliance with National Wine Centre policies and regulatory requirements.
- Flexibility to work evenings, weekends and public holidays in line with operational requirements.

PHYSICAL DUTIES (*including but not limited to):*

- Lifting/carrying 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 & boxes of wine.
- Pushing & pulling table trolleys, goods trolleys, chair trolleys, plant boxes, coat racks, mobile bars, beverage stock trolleys, full linen bags, client boxes/banners.

WORK HEALTH AND SAFETY & WELLBEING

- All Managers are required to implement and maintain the NWC 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 ___ / ___ / ___