



Position Description

JOB TITLE:	Duty Manager, Conference & Events
DEPARTMENT:	University Union
DIVISION:	CAMPUS AND COLLEGIATE LIFE SERVICES (CCLS) Operations Group
REPORTS TO:	Functions Supervisor

STRATEGIC DIRECTION:

Through its diverse but integrated divisions and offices, the Operations Group is united in its purpose of achieving the University Vision of having an international reputation for excellence by enabling our Students and Academic, Research and Service Partner Divisions to achieve their strategic goals. Further, through the expertise, advice and services offered, the Operations Group of Divisions and Offices directly influence and provide outstanding campuses and student experiences.

PRIME FUNCTION:

Provide and supervise hands-on, the provision of exemplary food and beverage service for University of Otago functions and events This position will be accountable for Conferences & Events and any other catered event as required as well as the capacity to work at the Staff Club and Union Bar.

This position has Direct supervision of casual staff.

STAKEHOLDERS RELATIONSHIPS:

Internal:	Senior Managers of the CCLS Events Supervisor All Conference and Events Staff Other University Union Staff Senior University Management Offices of Risk, Assurance and Compliance, Sustainability and Health and Safety Compliance
External:	Local and Regional Authorities Otago University Students' Association External Conference and Events clients External contractors

PERSON SPECIFICATION:

Qualifications:

Current Manager's Certificate attaining to the Sale and Supply of Alcohol Act 2012 or of suitable criteria to obtain one

Skills:

- Experience working in a similar environment and role.
- Demonstrated a strong customer service ethic.
- Sound leadership skills with the ability to lead hands-on at all functions and events.
- Excellent written and oral communication skills.
- The ability to exercise discretion and professional judgement in relation to responsibilities, and appropriately manage highly sensitive information.
- The ability to work effectively and professionally during times of change and uncertainty.
- Commitment to continuous improvement, always looking at what and how services are delivered to see if results are achieved in the most efficient and effective way.
- Experience with food hygiene, and preparation.

Experience:

Mandatory

- Demonstrated ability to develop and maintain professional relationships.
- Professional leadership of casual and part time staff.
- Proven ability in performing a range of tasks under competing demands, meeting the agreed result within quality parameters and time frames.
- Experience in monitoring stock levels.
- Attention to detail and the ability to prioritise for the needs of the business.
- Proven communication skills and the ability to keep the Function Supervisor, Central Production Kitchen and customers/clients informed at all times.

Highly Desirable

- Previous experience in the food service/ hospitality sectors.
- Knowledge of the Sale and Supply of Alcohol Act 2012.
- Knowledge of relevant Health and Safety legislation.
- Knowledge of the Food Control Plan.
- Workplace First Aid certificate.

General:

- Correct and professional business attire is always worn.
- Flexibility is required as this position is often required to work weekends, evenings, school, and university holidays on a variable shifts roster.
- Participate in all aspects of training and development as directed and use relevant learning opportunities.
to progress personal skills to improve the effectiveness and efficiency of service delivery.
- Attend team briefings as required.
- Commitment to implementing Te Reo me nga tikanga Māori and adherence of the Māori Strategic Framework 2007 – 2012.
- Commitment to understanding Pacifica issues and adherence of the Pacific Strategic Framework 2013 – 2020.
- Commitment to upholding Health and Safety operating standards within the activity centre always.
- Commitment to increasing the sustainability of all Conference and Events services.
- Undertake any other duties commensurate with this position.

POSITION SPECIFIC ACCOUNTABILITIES:

Key Areas	Accountabilities and Actions
Operational tasks	<ul style="list-style-type: none"> ○ Preparing and assisting with the delivery of high-quality University of Otago functions/events ○ Managing the preparation of the activity centre’s team, goods and services for events ○ Monitoring and improving systems, methods, efficiency, and quality of services provided
Event Management	<ul style="list-style-type: none"> ○ Operate within the venues effectively and efficiently ○ Complete the set up and operation of each function in accordance with the service/work orders and activity centre operating procedures ○ Monitor and improves systems, methods, and the quality of services provided ○ Advise on, executes and/or contributes to projects as directed ○ Comply with all legislation for the Sale and Supply of Alcohol Act 2012 ○ Prepared to work weekends, evenings, school holidays and University of Otago semester breaks when required ○ Always adhere to the University Union Host Responsibility and “Smoke free” policies ○ Ensure that all equipment is kept and operated in a safe and proper manner ○ Comply with all cleaning instructions and schedules ○ Ensure all admin tasks are carried out correctly i.e. front of house and beverage reports
Human Resources	<p>I am accountable for ensuring my team:</p> <ul style="list-style-type: none"> ○ Ensure that all staff are always correctly attired and well presented. ○ Ensure all staff are filling out their timesheets correctly.
Events & Catering	<ul style="list-style-type: none"> ○ Arrange food & beverages displays to effect maximum sales where appropriate ○ Ensure food service areas are always kept clean ○ Always maintain clean and tidy environment with consideration to means of escape ○ Ensure that all practices comply with Food Control Plan. ○ Ensure all biodegradable and recyclable waste is correctly disposed of where possible
Goods Ordering and Stock Control	<ul style="list-style-type: none"> ○ Assist the Function Supervisor in ordering goods and services for all events and functions
Service Equipment & Stock	<ul style="list-style-type: none"> ○ Ensure that all required service equipment is serviced, clean and functional prior to events ○ Handle all operational and leased equipment (multimedia and other) appropriately with due care and in a safe manner ○ Maintain activity centre back-of-house areas in a neat, clean and orderly fashion ○ Assist with equipment and stock inventory, recording accurate stock levels and reporting replacement and maintenance needs to the Function Supervisor
Health & Safety	<ul style="list-style-type: none"> ○ Report and record any health and safety hazards, security issues or accidents in the required manner to Supervisor ○ Be aware of hazards relating to the activity centre’s operation
Professional Development	<ul style="list-style-type: none"> ○ Make a commitment to professional development attending all courses, seminar, training days or otherwise to benefit the business
Communications and Relationship Management	<ul style="list-style-type: none"> ○ Proactively promoting policies and procedures concerned with maintaining and improving excellent customer service;

APPENDIX 1: Behavioural Accountabilities and Actions for Managers and Leaders within Operations

1. Personal

Behaviour and Role

- Adheres to organisational values, policies and guidelines, and consistently role-models these in behaviour;
- Translates the University's mission, strategy and goals into professional practices, decision making and actions;
- Ensures clarity and understanding of tasks and responsibilities of the position; and is accountable for the quality of individual work, performance and behaviour;
- Ensures document management practises are aligned with University guidelines and compliance.

Quality Management

- Ensures that teams and individuals proactively identify ways to improve service provision, and apply quality planning, assurance, and control to the delivery of services.

Continuous improvement

- Recognises inefficiencies or skill gaps and raises these with manager;
- Values continual improvement and looks for opportunities to learn and increase effectiveness;
- Accepts feedback constructively and utilises this to improve performance.

Reputation and Representation

- Represents the Division and the University of Otago, championing all that is great about working here;

Student experiences and Outstanding Campus Environment

Acts in a professional manner which consistently contributes positively to the outstanding student experiences and a professional collegial workplace; and has these expectations of direct reports.

2. People / Team Accountabilities

Team performance and HR management

- Ensures a safe, supportive environment for staff, develops a team culture consistent with the Division's vision and philosophy of a customer centric, performance focussed, progressive, professional and well-planned service;
- Promotes a customer focused service, where customer liaison and communication is encouraged and staff endeavour to meet customer needs and requests;

Health and Safety Management

- Ensure a safe and healthy work environment and student experience;
- Appropriately addresses workplace health and safety concerns, applying appropriate systems, policies, and procedures to all work activity; and works collaboratively with Health and Safety staff and representatives as required.

Engaging Stakeholders

- Demonstrates leadership in developing effective relationships with stakeholders, and ensures the same of staff;
- Ensures the team is responsive to, and establishes effective professional partnerships with, University stakeholders and relevant external organisations/client groups;
- Ensures the team consults and communicates in a proactive, professional and inclusive manner.