
JOB TITLE Functions & Events Coordinator
DATE 15 June 2022
REPORTS TO Events & Communications Manager

JOB DESCRIPTION

Purpose of role To deliver exceptional and consistent service to our customers throughout the Functions/Event and Bistro/Cellar Door experiences at Clyde Park. Whether during a busy bistro service or throughout another of our elegant weddings, annual celebration days (Mother's Day and Father's Day for example) or wine focused dinners, this role has the attention to detail and focus to exceed our customer's expectations.

A natural leader who can mentor and develop staff, will participate in the induction, training and leadership of our amazing front of house team along with direct supervision of all elements of our customer's experience in our functions & events business.

Collaborating with and supporting the Kitchen and Vineyard teams, this experienced co-ordinator will be proficient in all facets of hospitality, bistro service standards and financial controls. This will ensure agreed order of service, customer service processes and efficient performance for all functions and events.

With the ability to work collaboratively with the owners and management team, the Functions & Events Coordinator will set and maintain the highest standards as a leader in our team.

Main duties and responsibilities

Core objectives include:

Coordination & Standards

- Able to provide strong and effective coordination of staff with a "lead by example and from the front" approach.
- An exceptional eye for detail and always ensures the highest of standards of customer service are delivered, particularly during functions and events.
- Maintains and adheres to all relevant legislation and mentors staff to monitor and achieve this.

Development & Mentorship

- Ongoing development and training of staff in our values, procedures and customer service standards.
- Builds and maintains a positive team to deliver a professional and highly adaptable set of skills to respond to the business needs and systems.
- Can mentor and educate staff in all areas of the venue operations team.

Operational Delivery (Outcome Focussed)

- Deputise for and support the Events & Communication Manager.
- Understands how to drive out quality outcomes and exceed customer expectations – by planning for and executing seamless results.

- With constant planning and proactive communication, prepares for and prevents poor outcomes.
- Understanding of 'whole of business needs' approach and delivers results whilst maintaining a customer focus.

Event & Function Coordination (60% loading of this Role)

- Can complete all tasks related to the booking of, preparation for and operational delivery of group bookings, functions and events.
- Can deliver the administration and communication tasks required to ensure a seamless experience for the customer.
- Ensure that customers are given a prompt and efficient service and expectations are consistently exceeded
- Be customer focused at all times; approachable and quick to exceed expectations in fulfilling customer needs
- Planning, site tours, sales.
- Operations: set, run, pack down and re-set to agreed plan.

Other Key Duties (40% loading of this Role)

- **Bistro & Cellar Door Support** (30% Loading) In addition to the core duties, this role will also have responsibility for supporting the regular Bistro & Cellar Door operations.
- **Visual Merchandising** (5% Loading) Further to this, the role will provide advice on and implementation of improved visual merchandising and sales.
- **Other related duties as required** (5% Loading) As required, this role will support the development of staff training, OH&S compliance and duties as directed.

People

- Communicate thoroughly and regularly with our team of chefs and the entire Clyde Park Team assisting all staff when required, with a hands on mentoring approach.
- Ability to stay composed and professional in difficult and pressured situations.
- Make clear, well evidenced decisions with management, staff, suppliers, contractors, and patrons.

Sustainability

- Adhere to and lead the Clyde Park Sustainability Program.
- Drive innovation, education the team and lead by example in continuing Clyde Park's best practice in Championing Sustainability.

Health & Safety and Food Safety

- Adhere to and lead Clyde Park's Food Hygiene, Health and Safety and Environmental policies.
- Ensure that Food & Beverage areas are maintained in accordance with Clyde Park's Food Hygiene, Healthy and Safety and Environmental policies and procedures.

Additional Responsibilities

- Show commitment to and promote Clyde Park values.
- Act as a positive ambassador for Clyde Park.

The above list is not exhaustive and the role may change to meet the overall objectives of Clyde Park.

PERSON SPECIFICATION

- Qualifications**
- Cert/Dip of Hospitality or Food & Beverage Management is desirable
 - Sommelier &/or WSET Level 2 desirable
 - Food Safety Certificate desirable
 - Current Responsible Service of Alcohol
 - First Aid Level 2 desirable
- Experience**
- Minimum of 2 years of experience hospitality leadership role
 - Extensive experience in managing food and beverage service
 - Strong Point of sale skills and reservation systems experience
 - Awareness of and delivery of exceptional customer service
- Skills & competencies**
- Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.
 - Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.
 - Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.
 - Teamwork: willingness to assist and support others as required and get on with team members.
- Personal attributes**
- Professional approach and self-motivated to work autonomously
 - Apply flair and innovation to menu development and food presentation
 - Able to perform well and remain professional whilst under pressure
 - Tactful and discreet, whilst mindful of observing professional standards
 - Displays a smart and professional appearance, representing Clyde Park in a positive manner
 - Eager to learn new skills and a commitment to personal continuous professional development
 - Adaptable and flexible with working patterns when required
 - Good numerical and computer skills (Microsoft Word, Excel and Outlook essential)
 - Reasonable physical fitness
- Essential Values, Behaviours and Attitudes**
- All employees are expected to actively promote and demonstrate these five core values of Clyde Park;
 1. Kindness
 2. Integrity
 3. Respect
 4. Responsibility
 5. Courage
 - In addition, Clyde Park expects all staff to show ambition and display curiosity both personally and professionally.
 - Clyde Park reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the business.
 - In exceptional circumstances, the Candidate will be required to undertake other duties and responsibilities of a similar post to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be in the same area.

- Clyde Park is committed to safeguarding and promoting the welfare of staff and young people and expects all staff and volunteers to share this commitment.
- All employees should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do.
- Staff should correctly use work items provided by Clyde Park, including personal protective equipment in accordance with training and instruction.

Hours of Work

- Expected to work on a roster basis, including weekends and public holidays (as per conditions set out in individual contracts), and evenings as required.

Other

- Driver’s licence (desirable) or have reliable transport solutions.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date