

<b>Job title:</b> Function Supervisor	
<b>Classification:</b> Band 4	<b>Effective Date:</b> November 2023
<b>Reports to:</b> Senior Functions Supervisor	<b>Tenure:</b> Permanent/Casual

### About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer Experience and Service Delivery**



**Great Organisational Culture**



**Innovation and Continuous Improvement**



**Good Governance and Integrity**



**Long Term Financial Sustainability**

### We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

The Function Supervisor will be the shift supervisor during functions and events. They will be responsible for ensuring a welcoming environment and the smooth operation of events at The Round. They will ensure a high-quality customer service is provided to for clients, guests, patrons and hirers.

## Key Responsibilities

### *Position Specific Responsibilities*

#### Catering and Hospitality Services

- Supervise the delivery of catering and functions ensuring client expectations are met.
- Ensure all room set ups including set up of mobile bars and/or provide a roving food and beverage service, are to the event specifications and meet the client's needs.
- Ensure excellent customer service is provided by all staff.
- Ensure all event information including staffing is updated in the event booking software at the completion of events ensuring accuracy of information for reporting and invoicing.
- In consultation with the Senior Functions Supervisor recommend and implement processes to improve service and sale outcomes.
- Assist the Senior Functions Supervisor with the food and beverage ordering process and stock management for functions and the foyer bar in collaboration with the Bar & Front of House Supervisor and Front of House Supervisor.
- Assist with the review of menu options and pricing, ensuring responsiveness to client needs.
- Respond to client and visitor services issues and requests in a timely manner.
- Ensure a high level of cleanliness and hygiene of the function rooms, functions bar area and kitchens are maintained.
- Close the venue at the end of each shift, ensuring there are no members of the public or staff are in the venues. Ensure that doors are locked, financials are reconciled and reports are completed.
- Out of hours work is required for this role to deliver services and events.
- Assist the Front of House (FOH) Supervisor as required with the Foyer Bar and FOH areas.

## People & Teams

- Supervision of functions attendants, front of house staff and volunteers, liaising with staff and crew attached to functions and productions, ensuring staff are across all relevant information, including accessibility considerations.
- Ensure staff are complying with all aspects of Food Safety and Handling.
- Ensure staff are complying with all aspects of the Responsible Service of Alcohol and Venue Liquor License.
- Ensure staff make customers feel welcomed and always attend to the needs of clients and patrons in a friendly and courteous manner.
- Create a culturally inclusive environment with accessibility and outreach to community members including CALD, LGBTQIA+ and First Nations communities.
- Ensure staff take their breaks when scheduled.
- Assist the Senior Functions Supervisor to provide on the job training to staff on providing a high-quality customer experience and other training as required.

## Safety & Emergency Management

- Ensure a safe environment for all centre staff, users and patrons and ensure OH&S requirements are met.
- Supervision of public safety during shifts, for example acting as Chief Warden, calling an evacuation or an ambulance as required.

## *Corporate Responsibilities*

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.

- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

## Authority

Budget: N/A

Staff responsibility:

- The position is responsible for being shift supervisor of the Function Attendants.

Decision Making:

- This position works within clear objectives and within existing policies and procedures for The Round.
- The position must ensure that the team works within the requirements of the Venues Liquor License and practices Responsible Service of Alcohol.
- The position must ensure that the team works within the requirements and practices Food Handling and Safety.
- Completion of work requirements in accordance with agreed outcomes, and timelines.
- The ability to problem solve using the application of professional knowledge and associated policies, procedures or guidelines.
- The position will occasionally encounter problems that are more complex in nature and may need to use creativity and discretion to resolve them.
- Guidance and advice would usually be available within the time required to make a choice.

## Key Relationships

- Very good verbal skills with the ability to communicate effectively with staff, customers and hirers.
- Liaising with customers and ensuring customers receive a high quality experience.
- Sound ability to communicate with a range of different cultural and social groups.

## Skills and Attributes

### Qualifications/Certificates/Licences and Experience

- Knowledge and skills in providing excellent customer service in a hospitality environment and/or theatre.
- Demonstrated ability to supervise staff.
- Well-developed day-to-day decision-making skills and the ability to remain calm in a fast-paced environment.
- Sound working knowledge of the performing arts.
- Food Handling certificate.
- Responsible Service of Alcohol (RSA)
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

### Technology

- Demonstrated ability in MS Office suite.
- Ability to work with Point of Sale Technology and online digital venue based technology.

### Interpersonal

- Very good verbal skills with the ability to communicate effectively with staff, customers and hirers.
- Ability to liaise effectively with key stakeholders from a range of different cultural and diverse backgrounds.
- Ensure customers feel welcomed, and attend to their needs in a friendly and courteous manner.
- Well-developed skills in conflict resolution.
- Sound written skills and the ability to prepare reports if required.

### Leadership/management:

- Supervise staff in the provision of functions services.
- Ability to manage and prioritise workloads effectively and to equitably distribute to a number of staff.
- Assist the Senior Functions Supervisor to provide on the job training on providing a high quality customer experience and other training as required.

## Key Selection Criteria

1. Knowledge and skills in providing a high-quality customer experience in a functions environment.
2. Demonstrated ability to supervise staff.
3. Very good verbal skills with the ability to communicate effectively with staff, customers, and hirers.
4. Well-developed day-to-day decision making skills.
5. Well-developed skills in conflict resolution.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Commercial kitchen clean up - rolling up mats	5mins x 4mats		
	<ul style="list-style-type: none"> <li>- Getting supplies from lower cupboards</li> <li>- Turning on glass chiller</li> <li>- Theatre clean up</li> <li>- Toilet refresh</li> <li>- Full clean</li> </ul>	Up to 10 times per shift  Up to 2 times per shift  Intermittent over 15 minutes Intermittent over 5 minutes Occasionally – up to 60mins		
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Serving <ul style="list-style-type: none"> <li>- Across kiosk</li> <li>- Table service</li> <li>- Restocking</li> <li>- Toilet refresh</li> <li>- Washing up</li> <li>- Cleaning, vacuuming (self-propelled duplex)</li> <li>- Cleaning</li> <li>- Mopping</li> </ul>	2 x 20 minute intervals Up to 50% of shift/20mins Up to 30mins of shift, up to 15kg 5 minutes Up to 20% of shift/2hrs Up to 25% of shift/1hr  Up to 50% of shift Up to 25% of shift		
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	<ul style="list-style-type: none"> <li>- Table Service</li> <li>- Restocking</li> </ul> Room set up <ul style="list-style-type: none"> <li>- Tables</li> <li>- Chairs</li> </ul>	Intermittent low load over 50% shift  Intermittent low load approx. 30min  Up to 100% of shift, if demand required.		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
	<ul style="list-style-type: none"> <li>- Screens</li> <li>- Mobile stages</li> <li>- Emptying rubbish bins</li>   <li>- Rolling up mats</li> <li>- Taking bin out of wheelie bin and placing in dump master</li> </ul>	<p>5 minutes x 4 mats</p> <p>8-10 times per month</p>		
<b>Standing</b> Tasks involve standing in an upright position	For all tasks except theatre ushering.	Up to 100% of shift in standing intervals with walking.		
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Bar <ul style="list-style-type: none"> <li>- Getting stock</li> <li>- Restocking</li> <li>- Storeroom work</li> <li>- Plate retrieval</li> <li>- Stock retrieval</li> </ul>	<p>Maximum of 40 times reaching above shoulder over 1 hour</p> <p>Max 5 % of shift</p> <p>Max 5 % of shift/30mins</p> <p>Max 5 % of shift/30mins</p>		
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	All tasks require walking	Up to 100% of shift		
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	<ul style="list-style-type: none"> <li>- Dishwasher retrieval</li> <li>- Table service</li>   <li>Restocking</li> <li>- Boxes of confectionary (light)</li> <li>- Boxes of drinks</li> </ul>	<p>Up to 30 minutes</p> <p>Up to 50% of shift/1hr</p> <p>Up to 3% of shift time/30mins</p>		



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
		Up to 20kg, 30mins		
	Taking bin bag (20-30kgs) from wheelie bin and placing in dump master.	8-10 times once a month		
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	<ul style="list-style-type: none"> <li>- Pushing chair trolley</li> <li>- Team of 2-3 people pushing mobile bar</li> <li>- Team of 2-3 people pushing dump master</li> <li>- Up and closing retractable wall panels.</li> <li>- Pushing screens and mirrors (cashiers)</li> <li>- Assisting pushing patrons on wheel chairs</li> </ul>	<p>Up to 10% shift time</p> <p>4 times per year</p> <p>Up to 2 times per week</p> <p>Up to 20 minutes</p> <p>Up to 10 minutes</p> <p>Occasional</p>		
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Emails, spreadsheet reconciliations	Up to 3hrs of computer workstation duties		
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's license		Required		

