

Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

Food and Beverage Supervisor

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Community and Lifestyle	Level: 3
Reports to:	Aquatics Manager	
Supervision of:	Food and Beverage Staff	
Significant Working Relationships:	Centre Manager Community and Sporting Groups Suppliers and Contractors	

2. Position summary

Responsible for the day to day operations of the Food and Beverage area to ensure optimal efficiency and effectiveness of the operation and provide excellent customer service to the patrons of the Leschenault Leisure Centre.

3. Community strategic objectives



4. Our values

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5. Key duties and responsibilities

Key functions	Specific duties
Food and beverage	<ul style="list-style-type: none">• Effectively monitor and control Work Health and Safety issues including risk management.• To follow reporting procedures in the event of an incident/accident.• Execute outlet operations including promotions, customer service, point of sale and inventories.• Assist the Aquatic Manager in monitoring labour, inventory and staff qualifications.• Monitor the performance of Food and Beverage attendants. Supervisory duties include; delegating responsibilities, mentoring and training, interviewing new staff and performance management.• Monitor stock levels, wastage and shrinkage and report to Aquatics Manager on improvements.• Ensure proper maintenance, cleaning and operation of the outlet and service equipment.• Ensure the highest possible standards and practices are developed and maintained at all times.• Develop a cost effective menu while providing a variety of options including a range of healthy choices and a specials menu.• Develop and maintain a functions menu for internal and external functions including birthday parties.• Maintain and demonstrate strong knowledge of Food and Beverage trends within the hospitality industry.
General	<ul style="list-style-type: none">• To attend and participate in departmental staff meetings and training sessions as required.• The ability to work flexible hours including days, nights, weekends and split shifts if required.

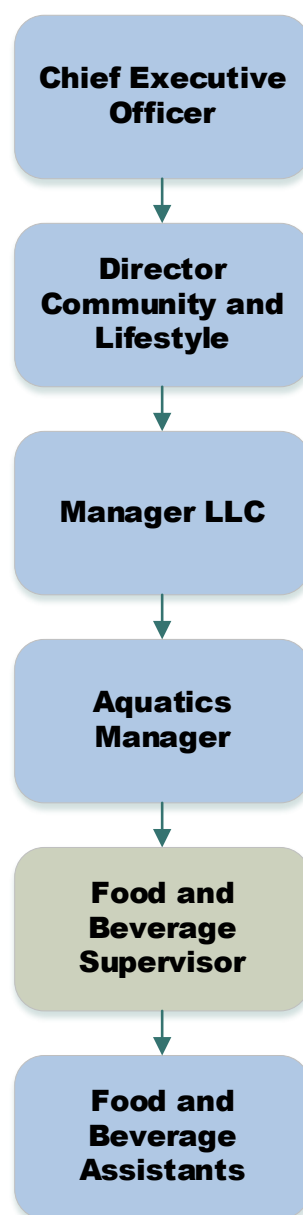
Leadership and management	<ul style="list-style-type: none"> • Provide leadership to the team and encourage innovative practices. • Monitor and deliver projects in the annual team Plan. • Maintain effective communications and relationships within the team. • Ensure an attitude of inclusion and respect is at the forefront of all team activities.
Financial	<ul style="list-style-type: none"> • Provide input, implement and monitor the teams annual Operational Plan and budget. • Ensure spending is within unit budgetary constraints and all grant monies are acquitted within timeframes. • Advise the Manager of financial risks against the budget as they are identified.
Representations	<ul style="list-style-type: none"> • Develop and maintain effective channels and networks with relevant industry representative bodies. • Liaise with all relevant stakeholders on issues affecting the team. • Develop networks with officers of neighbouring local governments and external stakeholders on matters relevant to the team.
Commercial activities	<ul style="list-style-type: none"> • Effectively promote team commercial services and operate within budget. • Implement and monitor relevant legislation, local laws, including the administration of town planning services.
Policies and procedures	<ul style="list-style-type: none"> • Provide input to policies, plans, manuals and management guidelines. • Ensure programs and activities are implemented in a timely manner and in line with policies and current procedures. • Implement risk management requirements across programs and activities. • Implement all decisions and directives affecting the team.
Human resource management	<ul style="list-style-type: none"> • Work in accordance with the Shire's defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles. • Review others and participate in the annual performance appraisal process. • Identify training requirements for the continued growth of the team.

Safety	<ul style="list-style-type: none"> Ensure all staff are inducted and perform their work in a safe and healthy manner and abide by Shire and legislative safe work procedures, instructions and safety management practices and Equal Employment Opportunity principles.
Other	<ul style="list-style-type: none"> National Crime Check. Current "C" Class Drivers Licence.

6. Extent of authority

Operates under the general direction of the Aquatics Manager and Manager Leschenault Leisure Centre within the Shire procedures, guidelines and practices and Council policies.

7. Your team



8. Position selection criteria

Essential

1. Demonstrated previous experience in a similar role.
2. Knowledge of Australian Standard 3.2.2 Food Safety Practices and General Requirements.
3. Demonstrated verbal and written skills and experience with negotiation, problem solving and conflict resolution.
4. Understanding to promote and support a culture of quality customer service that identifies and responds quickly and provides appropriate solutions.
5. Previous experience leading and developing a team, managing budgets, rostering staff and creating a menu.
6. Demonstrated understanding of daily operations of a Food and Beverage outlet.
7. Sound knowledge of point of sale systems and Microsoft Office.

Desirable

1. Certificate III in Commercial Cooking.
2. Previous experience with stock control systems.
3. Responsible Service of Alcohol certificate.
4. Apply First Aid qualification.

