

Position Vacant 2018

Department:	FOOD & BEVERAGE
Job title:	ASSISTANT MANAGER - FOOD & BEVERAGE & EVENTS
Applications open:	WEDNESDAY 28TH NOVEMBER 2018

National Trust - Currumbin Wildlife Sanctuary (CWS) is currently seeking an experienced Assistant Food and Beverage Manager with substantial Event Management experience to join our team. CWS offers a truly unique work environment, surrounded by lush vegetation & native wildlife and a work place culture that is focussed on being welcoming, having fun, safety and efficiency. We are not for profit business that is experiencing major growth, so this is an exciting time to join our team and help make a difference to protecting our wildlife and natural heritage.

We are seeking someone with a dual background in F&B management and Events delivery, with energy and drive, a high degree of attention to detail and excellent organizational skills. In this role your focus will be to support the Food and Beverage Operations Manager by holding responsibility for the overall daily operations of our five F&B outlets; the newly refurbished Sanctuary Cafe, Sawrey Room and Bar, Wild Burgers kiosk, vending, and indoor and outdoor conference and events locations across the Sanctuary, ensuring service excellence and efficiencies. If this sounds like you, please apply now as ideally we are seeking commencement pre-Christmas 2018.

Position details & duties

- To provide positive leadership to all F&B/Events team members, leading by example.
- This is a hands-on role requiring you to regularly be on the floor of the outlets maintaining a visual presence to assist team members & guests as required.
- Assist the Food and Beverage Operations Manager in completing all people planning requirements including recruitment, training and development & performance management.
- Manage the team of F&B supervisors and team leaders, setting daily performance objectives & overseeing service delivery and performance standards within the outlets.
- Manage all Events operations, working closely with the Events Sales Manager to deliver unforgettable and high standard conferences and events.
- Maximize revenue & minimize costs throughout the F&B /Events departments in order to meet company & division budgets.
- Create and support an energetic and professional team culture, ensuring the focus is on delivering a superior Guest experience.
- Maintain and uphold compliance responsibilities for the Responsible Service of Alcohol program.
- This role will require you to assist at a high level with F&B projects and provide written reports to Senior Management as required.
- Nonsmoker is preferred.
- The successful applicant will be required to undergo a police check.
- This is a salaried role working 5 days per week on a rotating roster which includes a weekend day.
- Salary band is \$58-62 K p.a. depending upon experience.

Selection Criteria:

1. Expected to have 3 years' experience at similar level within an organisation with multiple F&B outlets.
2. Strong operational F&B skills are required including food service, complaint handling, cash handling, operations trouble shooting, WHS & food safety compliance.
3. Excellent leadership qualities with formal qualifications in hospitality, tourism or similar.
4. Very experienced and confident in the management of a variety of Conference/ Event service styles.
5. Must be an analytical thinker with excellent problem-solving skills, and able to multi-task within a high volume, fast-paced work environment.

6. Exceptional customer service standards; able to create a proactive service culture.
7. Enthusiastic and professional with a genuine friendly, flexible and positive 'can-do' attitude.
8. Must be fast paced and have excellent time management and organisational skills.
9. Exceptional attention to detail & a high level of personal presentation and integrity required.
10. Essential - ability to manage all operating costs and have previous experience in rostering for a medium-sized team and associated wage cost and budget controls.
11. Previous experience in writing and working with F&B SOPs and in delivering training in small groups and one on one.
12. Excellent communication skills, written, oral and interpersonal are essential.
13. Experience in preparing and delivering F&B business cases and/or projects is highly desirable.
14. Computer literate with strong administration skills, proficient in Microsoft software including Word, Excel and PowerPoint & be experienced with POS operations at a supervisory level.
15. You will hold a current RSA and be prepared to undertake training in First Aid.

How to Apply

Your application should include your resume plus a brief cover letter stating how you meet the Selection Criteria. Please email your application to this email address: employment@cws.org.au. Thank you.