

Catering Manager

Venues NSW has the responsibility and privilege of managing several stadium and entertainment precincts across NSW including Sydney's original home of sport, the Sydney Cricket Ground and the brand-new Allianz Stadium located at Moore Park.

ABOUT THE ROLE

Venues NSW is a commercially focused agency of the NSW Government. We collaborate closely with Destination NSW, sporting codes and promoters to excite and entertain the people of NSW with a rich and varied calendar of major events throughout our extensive venue network.

Reporting to the Head of Food and Beverage, the Catering Manager is responsible for managing the catering contract for Accor Stadium and CommBank Stadium and ensure a smooth and compliant operation. A key deliverable will be ensuring that all catering planning, implementation, and evaluation elements are delivered effectively and professionally.

ABOUT YOU

Bringing experience in large scale catering operations, you will have a customer service centric approach, along with demonstrated effective verbal and written communication.

- Relevant tertiary qualification in hospitality management or similar
- A minimum 5 years' experience in a similar role demonstrating experience in venue catering operations or similar
- Demonstrated customer service excellence
- Sound organisational skills and attention to detail
- Ability to communicate clearly, actively listen to others and respond with respect

HOW TO APPLY

Please obtain a copy of the role description from the employment section of our website at <https://www.venuesnsw.com/page/employment> select **two of the key accountabilities** and provide a one paragraph summary demonstrating how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume which clearly details your skills and experience as relevant to this role.

APPLICATIONS CAN BE EMAILED TO: hradmin@venuesnsw.com

APPLICATIONS CLOSE: Friday 6 October 2023

Please note: Applicants must be Australian citizens or permanent residents and will be required to undertake a National Police Clearance check.

Venues NSW values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality. Indigenous Australians are encouraged to apply.

ROLE DETAILS	
TITLE	Catering Manager - Greater Sydney
DEPARTMENT	Event Operations
LOCATION	Accor Stadium
REPORTS TO	Head of Food & Beverage
TYPE	Employee
CLASSIFICATION	Full time

1. VENUES NSW PURPOSE

Venues NSW was formed in December 2020 and is a commercially focused agency of the NSW Government. We have the responsibility and privilege of hosting the biggest and best sporting and live entertainment events for the people of NSW, hosting 5 million people at 500 events across our five distinct precincts, six stadiums and two entertainment centres.

2. ROLE PURPOSE

To manage in collaboration with the Head of Food and Beverage the catering partner contract for Accor and CommBank Stadium's. This includes management of all agreed KPI metrics, day to day operational overview and relationship management with key sporting partners/promoters for Accor and CommBank Stadium's. From time to time this role could be extended to provide support across the VNSW network at Moore Park, Newcastle and Wollongong should the need arise.

3. KEY RESPONSIBILITIES

- Weekly operational meeting with Head of F&B.
- In collaboration with the Head of F&B contract obligational management of the incumbent caterer to drive KPI performance and overall qualitative management.
- In collaboration with the Head of F&B act as key liaison between incumbent catering partners and VNSW.
- In collaboration with the Head of F&B manage all WHS obligations of incumbent caterer.
- In collaboration with Head of F&B manage all HACCP obligations of incumbent caterer.
- Manage all RSA and licensing obligations in conjunction with Head of F&B for Accor and CommBank Stadium's.
- In collaboration with the Head of F&B manage incumbents' caterers KPI obligations to drive asset management and catering facilities maintenance.
- In collaboration with the Head of F&B manage incumbent caterers' qualitative menu and product development to support innovative drive measures for general admission, corporate hospitality and not match day events.
- Provide operational "game day support" to the incumbent caterer as a VNSW F&B operational representative and key agency liaison.
- In collaboration with Head of F&B act as key VNSW F&B representation to sporting partners and promoters to support game day activations and drive key marketing initiatives.
- Conduct weekly operational meeting with incumbent caterers.

- Participate in Monthly catering operational meetings and bi- annual strategy and marketing meetings as per contractual requirements.
- Performance manage catering officer greater Sydney.

*** This is a non-exhaustive list and may vary as business needs change.**


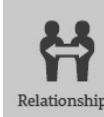
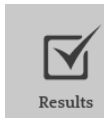

4. KEY CHALLENGES

- The overall management of catering contract and resources to execute exceptional food and beverage experience for both match day and non-match day events.
- The communication and dissemination of required KPI performance measures to business and commercial partners.

5. KEY RELATIONSHIPS

WHO	WHY
Head of Food and Beverage VNSW	<ul style="list-style-type: none"> • Direct Line Manager. Key operational alignment
Catering Officer VNSW	<ul style="list-style-type: none"> • Direct Report. Key operational execution
Group General Manager - Event Operations VNSW	<ul style="list-style-type: none"> • Event operational lead. Operational execution
Appointed Stadium Catering Operations Manager(s)	<ul style="list-style-type: none"> • BAU collaboration and management of catering partner contract

6. CAPABILITIES OF THE ROLE

CAPABILITY GROUP	CAPABILITY NAME	LEVEL
	Display Resilience and Courage Act with Integrity Manage Self Value Diversity	Intermediate Intermediate Foundational Foundational
	Communicate Effectively Commit to Customer Service Work Collaboratively Influence and Negotiate	Intermediate Intermediate Foundational Foundational
	Deliver Results Plan and Prioritise Think and Solve Problems Demonstrate Accountability	Intermediate Foundational Intermediate Foundational
	Finance Technology Procurement and Contract Management Project Management	Foundational Intermediate Intermediate Foundational



Manage and Develop People
 Inspire Direction and Purpose
 Optimise Business Outcomes
 Manage Reform and Change

Intermediate
 Intermediate
 Intermediate
 Intermediate

7. FOCUS CAPABILITIES OF THE ROLE

CAPABILITY GROUP AND	BEHAVIOURAL INDICATORS
<p>Personal Attributes <i>Discipline Resilience and Courage</i></p>	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change. • Offer own opinion and raise challenging issues. • Listen when ideas are challenged and respond appropriately. • Work through challenges. • Remain calm and focused on challenging situations.
<p>Relationships <i>Commit to Customer Service</i></p>	<ul style="list-style-type: none"> • Focus on providing a positive customer experience. • Support a customer-focused culture in the organisation. • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers. • Identify and respond quickly to customer needs. • Consider customer service requirements and develop solutions to meet needs. • Resolve complex customer issues and needs. • Cooperate across work areas to improve outcomes for customers.
<p>Results <i>Deliver Results</i></p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required. • Complete work tasks within set budgets, timeframes, and standards. • Take the initiative to progress and deliver own work and that of the team or unit. • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals. • Identify any barriers to achieving results and resolve these where possible. • Proactively change or adjust plans when needed.
<p>Results <i>Think and Solve Problems</i></p>	<ul style="list-style-type: none"> • Identify facts and type of data needed to understand a problem or explore an opportunity. • Research and analyse information to make recommendations based on relevant evidence. • Identify issues that may hinder the completion of tasks and find appropriate solutions. • Be willing to seek input from others and share own ideas to achieve best outcomes. • Generate ideas and identify ways to improve systems and processes to meet users' needs.

8.

Decision Making	The role observes and reports to the Head of Food and Beverage and takes direction to ensure the communication and information flow is effective and efficient for a successful business partnership.
Dimensions	One Direct Report - Catering Office Greater Sydney

9. QUALIFICATIONS/EXPERIENCE	
Essential	<ul style="list-style-type: none"> • Tertiary or professional qualifications. • Minimum 5 years' experience within large scale events or multi-site hospitality / catering operations. • RSA accredited. • Police criminal check.

10. POLICIES
In accordance with the Code of Ethics and Conduct for NSW Government sector employees Venues NSW has formalised a suitable code of conduct for its employees and contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

11. OTHER REQUIREMENTS
<ul style="list-style-type: none"> • Flexibility in work hours including weekends, public holidays and out of hours work • Must attend staff training, workshops and meetings as and when required

Name: _____ Signature: _____

Date: _____

For office use only

ROLE TYPE	Employee
DIVISION	Event Operations
ANZSCO CODE	141999
PCAT CODE	1219192
DATE	September 2023