

Position Title	Conference and Events Manager
Position Number	TEC_ED_2004
Employment Agreement	SCEC Certified Agreement
Classification Level	4.3
Department	Events Services
Version	Version 3 [V3]
Date last reviewed	September 2016

THE EVENTS CENTRE

The Events Centre is the Sunshine Coast's premier performing arts venue and hosts a range of entertainment events, cultural events, meetings, recreation and commercial activities and opportunities for the local community and visitors to the Sunshine Coast.

The Events Centre is operated by The Sunshine Coast Events Centre Pty Ltd, an independent venue management company owned by Sunshine Coast Council.

PRIMARY ROLE

The Events Services Department is The Events Centre's front line for the planning, execution and delivery of all business events and conferences. This includes hospitality and catering services, as well as retail catering for performing arts and entertainment events.

The primary role of the Conference and Events Manager is to lead the Event Services Department in an efficient and effective delivery of exceptional and creative event services. This includes creative presentation and event services for corporate events, conferences, exhibitions, incentives, gala dinners/lunches, private functions, and food and beverage events.

KEY RESPONSIBILITIES – CUSTOMER / BUSINESS DEVELOPMENT

1. Maintain overall responsibility for the business development and attraction of new events including promotional activity related to the venue's capabilities, standards, and brand.
2. Consistently generate new business through professional networking, industry relations and trade exhibitions.
3. Liaise with external partners including Visit Sunshine Coast (business events unit) and local businesses, including accommodation and transport, to collaborate, attract and secure high value business events for the region.
4. Ensure clients receive a superior level of hospitality and event planning requirements with timely delivery of responses, cost estimates and event outcomes.
5. Ensure that all event requirements are communicated and recognised to achieve high levels of client and customer satisfaction.

KEY RESPONSIBILITIES – HOSPITALITY AND EVENTS

1. Provide outstanding events leadership and supervision services whilst providing, coordination and advice in a professional and timely manner.
2. Establish and deliver a creative and innovative hospitality experience inclusive of high-end catering, event layout, venue set up and pack down, and other event delivery services required from planning to implementing.
3. Work closely with direct reports including the Head Chef, the Events Team Leader and the Events Development Coordinator to cost and plan innovative menus, presentation, table service and bar functions that deliver high-quality catered experiences.

4. Annually review all fees and charges including beverage, catering, and conference pricing to maximise revenues.
5. Continual improvements to effectively enhance the culinary experience, and event planning to achieve profitability and repeat business.
6. Ensure catering operations are carried out in compliance with all liquor licensing, food safety systems, and workplace health and safety requirements.

KEY RESPONSIBILITIES – FINANCE / ADMINISTRATION

1. Manage, monitor, and continuously improve on budgets, forecasting, ordering, stocktakes, and financial control practices.
2. Ensure all sales outlets, stock, point of sale, and cash handling activities are operational and have a high level of security by ensuring all related policies and procedures are followed.
3. Manage and report on all financial aspects of the Event Services Department including budget development, fees, and charges, purchasing requirements, client accounts, event financial records, cash handling, and monthly financial reporting on outcomes and to improve profitability and income streams.
4. Develop, manage, and monitor compliance with systems, policies, and procedures, with a continuous improvement program to ensure high quality events, efficient staff, and sustainable business development.
5. Utilise the Centre's technology and information systems to ensure event planning and delivery is documented with cost estimates for catering, production, staffing, ancillary equipment and consumables for client quotations and account reconciliation.
6. Oversee risk and compliance requirements to ensure the Event Services Department operates in accordance with relevant legislation, regulations, policies, and procedures, including representation and participation on the Centre's emergency management planning committee.

KEY RESPONSIBILITIES – EMPLOYEES / PEOPLE

1. Lead, support, and develop a productive team of permanent, casual, and agency staff, including performance management and development.
2. Implement efficient and effective staff rosters and manage timesheets for the purposes of task allocation, payroll, client billing and fatigue management in accordance with the venue hire agreements and employment conditions.
3. Communicate effectively with the Centre Management Team, staff, clients, and stakeholders, to achieve quality and effective administration, customer loyalty and positive event outcomes.
4. Be available to work after hours on weekends and evenings as reasonably required.
5. Perform other duties from time to time that are reasonably within the competency, skills and training of the incumbent.

WORKPLACE HEALTH & SAFETY

It is a condition of employment that the incumbent undertakes to observe, understand, and perform all duties in accordance with workplace health and safety legislation, regulation, and applicable policies.

Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

REPORTING

Reports to: General Manager
 Leadership/Supervision: Events Department, casual and contract staff.
 Internal Liaison: All SCEC staff and volunteers

External Liaison: Members of the public, clients, customers, delegates, patrons, business partners, Sunshine Coast Council staff, elected councillors, all levels of government and statutory authorities.

DELEGATIONS

Records management responsibilities of this position as prescribed.

Financial Delegations: Per relevant policies

Management of Contracts: All venue hire contracts for business events and conferences

SELECTION CRITERIA

1. A minimum of five years' experience in business events and/or conferences including at least three years in a lead role encompassing staff supervision, coaching, and rostering.
2. A deep and thorough understanding of catering, food and beverage, and culinary operations for major events, including cost of labour, cost of goods, service ratios, and profit margins.
3. Demonstrated experience in the planning and delivery of high-profile business events and/or conferences to an exceptional standard and with immaculate attention to detail to achieve event delivery outcomes
4. Highly developed events and conference planning experience with the demonstrated ability to manage all details of a range of events, to a consistently high standard including budget development, resourcing, staffing and client liaison.
5. High level written and oral communication skills including the ability to liaise, negotiate and consult with a broad range of stakeholders and clients.
6. Demonstrated skills relating to budgeting, food and beverage operations, conferences, business development, as well as literacy in relevant software (e.g. Microsoft Office and Event Management Software).
7. The ability to fulfil the essential requirements and key responsibilities of the position

QUALIFICATIONS, LICENCES AND CERTIFICATES, ADDITIONAL REQUIREMENTS

Essential

- A minimum of five years' experience in food and beverage, business events and/or conference management
- Experience in managing and delivering unique high-end business events
- Operational experience with a high attention to detail and forward planning
- The ability to lead by example and to set the scene for high performance
- A sound knowledge of Microsoft Word, Excel, and Event Management Software
- A passion for everything food and beverage
- Responsible Management of Licensed Venues (RMLV)
- Responsible Service of Alcohol certification
- First Aid Certificate
- Current Drivers licence – "C" Class

Desirable

- Formal qualifications in events or conference management would be highly regarded

POSITION DESCRIPTION

- Knowledge of EEO legislation, Workplace Health and Safety issues, duties and responsibilities as applicable to this position

Note: Training will be provided on the job, but it is expected that employees take every opportunity to develop their own skills and abilities by attendance at training courses and additional appropriate study as opportunities arise.

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

Steve Romer, General Manager
The Events Centre Pty. Ltd.
PO Box 5, Caloundra Q 4551
Ph: (07) 5491 4240 or email: steve@theeventscentre.com.au

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I,, accept the Position Description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date:/...../.....

Signature of Employee