

JOB AND PERSON SPECIFICATION

TITLE:	Hospitality Manager
TERM:	3 Year Fixed Term Contract
ROLE COMMITMENT:	Full Time
REPORTS TO:	Chief Operations Officer
DIRECT REPORTS:	(CASUAL HOSPITALITY TEAM)

Job Description

1. PURPOSE OF THE ROLE

The Hospitality Manager will develop and oversee the smooth and efficient running of the hospitality and retail operations (florist, café, functions, catering/kitchen and community events). These services will evolve as we progress towards delivery of a new world-class community facility at Enfield Memorial Park.

Leading a team of dedicated employees, this is an opportunity to develop, engage and motivate people to be their best. This role is offered as a 3-year fixed term contract.

2. OUR VALUES

The Adelaide Cemeteries Authority fulfils a unique role within the community. At our heart, we provide essential services and information to help people navigate one of life's most significant and challenging events, death. Our *Organisational Values* express what the Authority stands for, the way we present ourselves and our cemeteries, how we work together, make decisions and most importantly, how we treat our customers. It is important that every Adelaide Cemeteries Authority employee "lives and breathes" our organisational values.

Our Values are:

PROUD

We are proud of our cemeteries, the services we provide and the privileged role we play in people's lives.

APPROACHABLE

We are warm, welcoming and supportive towards each other, our customers and the wider community.

UNDERSTANDING

We listen and meet the needs of people better than anyone else.

PROGRESSIVE

We demonstrate pace and ambition, future focus and a desire to continuously improve.

3. KEY ROLE RESPONSIBILITIES

Key Responsibilities

- Work in partnership with the Chief Operating Officer to proactively drive the operational implementation of new growth strategies. This includes development of future catering, café and florist business plans, modelling, design and implementation.
- Front of house responsibility, supporting and facilitating services and liaising directly with Funeral Directors.
- Overseeing, funeral services, catering provision and audio-visual requirements.
- Work collaboratively with marketing to deliver community events calendar across all sites.
- Provide strong leadership to all team members via role modelling, coaching, and mentoring to ensure our positive high-performance workplace culture continues.
- Ensure all "touch points" with clients across all areas are professional and are in line with the organisation's values.
- Embed a culture of continuous improvement in terms of the value offering across all touch points.
- Ensure all funeral services, function, team members operate efficiently while maintaining a high standard of service.
- Ensure strong operational disciplines in relation to all governance, compliance, Health, Safety & Wellbeing requirements, and efficient business performance is achieved.
- Manage cost and budgets to ensure a profitable operation.

4. WORK HEALTH SAFETY REQUIREMENTS:

- Take reasonable care of the health and safety of yourself and others. You must cooperate with the Authority in their efforts to comply with Work Health & Safety requirements and immediately report any condition, which threatens your safety, the safety of a co-worker or member of the public.
- You should not undertake any task unless you have been adequately trained and are qualified in accordance with the Adelaide Cemeteries Authority and other requirements to undertake the task.
- Ensure that you and your fellow employees always utilise safe working procedures and personal protective equipment applicable to the task to be undertaken. This obligation applies to every aspect of work to be carried out by all employees and contractors.
- Where necessary, take immediate corrective action where something poses a threat to health and safety. Further, report and document any corrective action to the appropriate supervisor to ensure that the situation does not recur.

5. ENVIRONMENTAL REQUIREMENTS

Contribute to the successful implementation of the Authority's Environmental Management Plan by complying with the Authority's environmental policies and initiatives.

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- Being familiar with the requirements of the Environmental Management Plan.
- Participating in environmental awareness training.
- Minimising power and lighting requirements;
- Commitment to conserving water.
- Minimising the generation of waste from business operations.
- Recycling office consumables such as paper, toner cartridges, and cardboard; and
- Recycling glass and steel materials where possible.

Person Specification

1. PROFESSIONAL QUALITIES

- Genuine, authentic, and trustworthy person who comes to the table with problems and proposed solutions
- Driven and love to 'own' your role, taking accountability and responsibility for your team and results
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- Ability to establish and grow fruitful, value-driven relationships with local suppliers.

2. QUALIFICATIONS

- Tertiary qualification in Hospitality, Catering, Food and Beverage or similar discipline.

3. KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Minimum of 5 years' experience in a senior leadership role in the hospitality industry
- Excellent communication, interpersonal and customer service skills
- Experienced people leader who can inspire, motivate, and engage others
- Experience and strong comprehension in Hazard Analysis and Critical Control Points (HACCP) and food safety procedures and processes
- Intermediate user of Microsoft Office and digital management software.

Desirable

- Full drivers' licence and are to work some weekends at certain times of the year
Experience in food and beverage start-up.