

Hospitality Manager

JOB DESCRIPTION

1 BROAD PURPOSE OF POSITION

The Hospitality Manager will oversee the smooth launch and efficient running of a new multi-function venue, including hospitality and events space, retail operations including café, florist, and gifts. The Hospitality Manager partners with our funeral director clients to deliver funeral services.

Developing and leading a hospitality team whilst engaging and motivating them to be their best.

2 OUR VALUES

Adelaide Cemeteries fulfils a special role within our communities. 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 Adelaide Cemeteries 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 employee "lives and breathes" our Organisational Values.

Our Values are:

- Courageous:** Say what we believe in and be willing to challenge and be challenged.
- Honest:** Be open, transparent and invite constructive feedback.
- Accountable:** Own our actions.
- Respectful:** Feel empathy, be considerate and willing to help.
- Trusting:** Have confidence in the ability of others.

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3 KEY RESPONSIBILITIES AND ASSOCIATED ACTIVITIES

- 3.1 Front of House responsibility, supporting and facilitating services and liaising directly with Funeral Directors to deliver customer needs.
- 3.2 Develop a high-quality and value offering using local produce and suppliers.
- 3.3 Building and developing effective B2B relationships. (Including Funeral Directors, community leaders' suppliers and other stakeholders.
- 3.4 Work in partnership with the General Manager, Customer Experience 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.
- 3.5 Provide strong leadership to all team members via role modelling, coaching, and mentoring to ensure our positive, high-performance workplace culture continues.
- 3.6 Work collaboratively with marketing to drive delivery of our community events calendar across all sites.
- 3.7 Overseeing, funeral services, community events, including catering provision and audio-visual requirements.
- 3.8 Ensure all "touch points" with clients across all areas are professional and are in line with the organisation's values.
- 3.9 Embed a culture of continuous improvement in terms of the value offering across all touch points.
- 3.10 Ensure all funeral services and functions have team members operate efficiently while maintaining a high standard of service.
- 3.11 Ensure strong operational disciplines in relation to all governance, compliance, Environmental, Work Health, Safety & Wellbeing requirements, and efficient business performance is achieved.
- 3.12 Manage costs and budgets to ensure a profitable operation.

4 REPORTING RELATIONSHIPS

The Hospitality Manager is accountable to the General Manager, Customer Experience.

The direct reports are the Team Leader, Hospitality and Chef.

Food and beverage roles report in-directly through Team Leader, Hospitality or Chef.

5 ADDITIONAL ORGANISATIONAL REQUIREMENTS

- 5.1 Commitment to working flexibly with some out of hours work required
- 5.2 Ability to communicate effectively, interact with co-workers, managers, and public
- 5.3 Will be required to participate in an approved performance management program
- 5.4 Will be required to participate in relevant trainings to satisfy compliance and health and safety requirements
- 5.5 Will be required to submit police history checks
- 5.6 Commitment to the principles and practices of ethical conduct, equity, and respectful behaviour within the workplace
- 5.7 Continuous improvement and quality assurance
- 5.8 High quality, sensitive customer service delivery standards
- 5.9 A flexible approach to the taking of leave is required.
- 5.10 action to the appropriate worker to ensure that the situation does not recur.

6 WORK HEALTH SAFETY REQUIREMENTS

- 6.1 Take reasonable care of the health and safety of yourself and others. You must cooperate with Adelaide Cemeteries in their efforts to comply with Work Health & Safety requirements.
- 6.2 You should not undertake any task unless you have been adequately trained and are qualified in accordance with Work Cover and other requirements to undertake the task.

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- 6.3 Always ensure that you and your fellow employees utilise safe working procedures and personal protective equipment applicable to the task to be undertaken. This obligation applies to each aspect of work to be carried out by all employees and contractors.
- 6.4 Immediately report any condition, which threatens your safety, the safety of a co-worker or member of the public
- 6.5 Take immediate corrective action when something poses a threat to health and safety. Further, report and document any action to the appropriate worker to ensure repeated mistakes do not recur.

7 ENVIRONMENTAL REQUIREMENTS

Contribute to the successful implementation of Adelaide Cemeteries' Environmental Management System by complying with Adelaide Cemeteries' environmental policies and actively participate in environment awareness training obligations to ISO140001 Environmental Management Systems by taking appropriate action in areas such as:

- 7.1 Supporting Adelaide Cemeteries to fulfil its compliance obligations to protect the environment by preventing or mitigating adverse environmental impacts
- 7.2 Have an awareness and understanding of the requirements of the Environmental Management System
- 7.3 Make suggestions to Top Management or the EMSC regarding opportunities for continual improvement
- 7.4 Demonstrate commitment with respect to the Environmental Management System and all activities associated with the reduction of Adelaide Cemeteries' greenhouse gas emissions, including but not limited to:
 - 6.5.1 Maximising the diversion of waste from landfill from business operations
 - 6.5.2 Encourage the efficient use of water
 - 6.5.3 Consider the lifecycle perspective of an activity, product, or service
 - 6.5.4 Protection of Adelaide Cemeteries environmental assets
 - 6.5.5 Minimise power requirements whenever possible

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Demonstrate leadership and commitment with respect to the environmental management system by:

- 7.5 Ensuring the integration of the environmental management system requirements into the organization’s business processes,
- 7.6 Communicating the importance of effective environmental management and of conforming to the environmental management system requirements,
- 7.7 Directing and supporting persons to contribute to the effectiveness of the environmental management system,
- 7.8 Promoting continual improvement,
- 7.9 Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

8 PROCUREMENT

Officers such as administrative staff, team leaders, and senior decision makers with a requirement to procure goods and services, manage contracts and budgets on behalf of Adelaide Cemeteries are required to discharge procurement and contract management duties in accordance with Adelaide Cemeteries’ Procurement Framework.

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Employee

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Manager

PERSON SPECIFICATION

QUALIFICATIONS

Essential – Bachelor’s degree in hospitality, Tourism, Catering, Food and Beverage or similar discipline

Responsible Service of Alcohol certification and Responsible Person badge

Desirable – Nil

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
- Experience in food and beverage start-up
- Intermediate user of Microsoft Office and digital rostering software.

Desirable

- Full drivers' licence and flexibility to work occasional weekends