


<b>Position:</b>	Manager – Hospitality Services Operations
<b>Division:</b>	Hospitality Services
<b>Department:</b>	Operations
<b>Reporting to</b>	Manager – Hospitality Services
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>• Hospitality Services Coordinator</li> <li>• Hospitality Services Runner</li> </ul>
<b>Employment Type</b>	Permanent

<b>Key Relationships</b>	<p><b><u>Internal</u></b></p> <ul style="list-style-type: none"> <li>• Operations department</li> <li>• Motorsport, Entertainment &amp; Industry department</li> <li>• Partnerships team</li> <li>• Finance team</li> <li>• Communications team</li> <li>• Key direct reports</li> <li>• Other internal stakeholders as relevant and appropriate</li> </ul> <p><b><u>External</u></b></p> <ul style="list-style-type: none"> <li>• Engineering Project Manager</li> <li>• Atlantic Group</li> <li>• GEMA Group</li> <li>• Food &amp; Desire</li> <li>• Key suppliers and commercial partners</li> <li>• PFD Fresh</li> <li>• Catering Consultant (Ann Jeffery)</li> <li>• Phillip Island Operations (PIO)</li> <li>• Motorsport Australia</li> <li>• Rotary</li> <li>• Harry the Hirer</li> <li>• Corporate Clients and sponsors (as required)</li> <li>• WorkSafe, Energy Safe Victoria and other regulatory authorities.</li> <li>• Local Councils (City of Port Phillip, Bass Coast Shire Council)</li> <li>• Other stakeholders as relevant and appropriate</li> </ul>
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<b>Values</b>	Knowledge of and consistent demonstration of the Corporation's IIQCAT values: Integrity, Innovation, Quality, Customer, Accountability, Teamwork.
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<p><b>Corporation Objectives</b></p>	<p>To create value for the state of Victoria.</p> <p>Our corporate strategy is underpinned by six strategic pillars:</p> <ul style="list-style-type: none"> <li>• Build a powerful organisation and culture</li> <li>• Secure the future of our events</li> <li>• Connect people to business, brands and our sport</li> <li>• Understand our customers and attract new audiences</li> <li>• Inspire the future by driving technology and innovation</li> <li>• Diversify and increase revenues to ensure our success</li> </ul> <p>More specifically, we exist to promote Melbourne and Victoria via the staging of two international sporting events - the Formula 1 Australian Grand Prix at Albert Park and the Australian MotoGP at Phillip Island.</p>
<p><b>Governed by</b></p>	<p>The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).</p>
<p><b>Standards of behaviour</b></p>	<p>The Code of Conduct for Victorian Public Sector Employees governs the behaviour of all Corporation employees.</p>
<p><b>Human Rights</b></p>	<p>The Charter of Human Rights and Responsibilities Act 2006 is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires the Corporation to act compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.</p>

<p><b>Role Objectives</b></p>	<p>This role is responsible for the successful, delivery of logistics &amp; operations for Hospitality Services for both the Formula 1® Australian Grand Prix and the Australian Motorcycle Grand Prix.</p> <p>Primarily responsible for the delivery of Hospitality Services for the Australian Motorcycle Grand Prix.</p>
<p><b>Core Responsibilities</b></p>	<p><b><u>Department</u></b></p> <ul style="list-style-type: none"> <li>• Management of an event planning tool to ensure a state of readiness prior to each event.</li> <li>• Utilise experience and knowledge to seek opportunities for service improvement and efficiencies</li> </ul> <p><b><u>Both Events</u></b></p> <ul style="list-style-type: none"> <li>• Obtain all necessary event documentation including facility order forms, COVIDSafe plans, accreditation and compliance.</li> <li>• Liaising with the Official Suppliers regarding AGPC requirements and site logistics.</li> <li>• Close management of stakeholder relationships for the successful delivery of hospitality services for both events.</li> <li>• Supervision of the Hospitality Services Coordinator and temporary staff engaged for both events.</li> <li>• Site and safety management.</li> <li>• AGPC Staff and Race Official meal requirements and orders.</li> <li>• Liaising with appointed caterers to effectively coordinate infrastructure and facility orders as well as bump in and out schedules.</li> </ul> <p><b><u>Australian Motorcycle Grand Prix</u></b></p> <ul style="list-style-type: none"> <li>• Project management and planning.</li> <li>• Working with the catering consultant to plan the public catering runs.</li> <li>• Work closely with the Infrastructure team to update the circuit plan and facility requirements.</li> <li>• Contracting of all public catering outlets.</li> </ul> <p><b><u>Formula 1® Australian Grand Prix</u></b></p> <ul style="list-style-type: none"> <li>• Management and coordination of the logistics and operations of the corporate catering, public catering and public bar services.</li> <li>• Work with the Engineering Project Manager to update the circuit plan, facility requirements and to coordinate site logistics.</li> </ul>

## **Financial Control and Reporting**

- Delivery of financial outcomes in accordance with approved budgets for all responsible budget codes for the Australian Motorcycle Grand Prix.
- Implementation of cost control and savings initiatives.
- Accurate and regular update of budget and cost control documents and reporting of forecast final costs against the approved budgets.

## **Other Departmental Tasks**

- Other ad hoc operational duties as required
- Completion of other tasks as directed by the General Manager – Operations or the CEO.

At the reasonable request of your Manager, General Manager and/or the Chief Executive Officer, role responsibilities may be altered at any time. Changes will be tied to the Corporation's strategic objectives, workforce planning and the structural alignment of the Corporation.

## **Governance**

Adhere to Corporation policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments.

Conducting every aspect of work in a trustworthy, reliable and transparent manner, and maintaining the highest ethical standards.

## **Customer Service**

Putting internal and external customers first, building strong relationships and ensuring that the approach is responsive to the needs of the internal/external customer.

Encouraging openness and trust by sharing information widely, listening, welcoming constructive challenge and encouraging free dialogue.

## **Continuous Improvement**

Taking initiative to improve operations/services/products and systems so that they are consistent with the Corporation's strategic direction and values; incorporating innovation and experimentation into daily work.

	<p><b><u>Health and Safety</u></b></p> <p>To assist the Corporation in meeting its health and safety obligations you will be required to:</p> <ul style="list-style-type: none"> <li>• Actively participate in the reporting of hazards, incidents and near misses.</li> <li>• Take corrective action to address or mitigate any risks or hazardous situations throughout the course of your work.</li> <li>• Take reasonable care for your own health and safety, and for the health and safety of others.</li> <li>• Adhere to the Corporation's various policies, procedures, work practices and standard operating procedures.</li> <li>• Perform your role in accordance with any specific responsibilities as outlined in the Corporation's safety management system.</li> </ul> <p>To enable the Corporation to meet its obligations for providing a healthy and safe working environment for you, you must inform your manager of any issues which may impact your ability to safely perform your role.</p> <p><b><u>Environmental Considerations</u></b></p> <p>Cooperate with the Corporation regarding caring for the environment, by acting in a sustainable way and minimising environmental impact by adhering to the Corporation's policies, procedures and work practices.</p>
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## PERSON SPECIFICATION

<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Experience in event management</li> <li>• Catering or hospitality services experience is desired</li> <li>• Tertiary qualification in event management or similar is desired</li> <li>• Experience working with a diverse range of internal and external stakeholders.</li> <li>• Experience in delivering large-scale events in a world-class operational setting.</li> <li>• Ability to be able to bring something fresh, exciting and innovative to the team.</li> </ul>
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**Relevant Traits and Characteristics**

**Customer Service**

- Demonstrated achievement in and enthusiasm for the provision of quality customer service
- Immediately respond to customers' needs or concerns to ensure the quality of service meets agreed standards

**Teamwork, Adaptability and Resilience**

- Demonstrated commitment to teamwork and the maintenance of a supportive work environment
- Ability to work effectively as part of a team in a fast-changing environment
- Keeping calm by demonstrating a capacity to positively deal with unanticipated problems and changing circumstances

**Interpersonal, Verbal and Written Communication**

- Well-developed written communication ability
- Strong interpersonal and communication skills
- An ability to liaise, negotiate and constructively provide and accept feedback from staff at all levels

**Organisation and Planning**

- Organisational and planning skills in managing a personal workload in a busy environment with conflicting demands
- Ability to meet deadlines

**Technology**

- Experience in the use of Microsoft desktop products such as Word, Excel, Outlook and PowerPoint
- Experience in information management systems, including internet and on-line environments
- Experience in the use of AutoCAD and MS Project is desirable

**Continuous Learning and Professional Development**

- Demonstrated commitment to continual professional and personal development