

Position Description

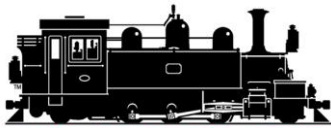
Title:	Function Supervisor
Branch:	Commercial Operations Division
Status:	Part Time
Location:	Belgrave and Emerald (Function Venue)
Reports to:	Commercial Manager
Direct Reports:	Food & Beverage Service Attendants
Terms and Conditions:	Amusements, Events and Recreation Award 2010
Travel:	Some travel is required – PBR sites and surrounds as required
Employee/Volunteer:	Employee
Requirements:	Working with Children Check (WWCC) Satisfactory Criminal History Check Category 3 Medical

Job Purpose

This position is responsible for the full co-ordination of functions on Puffing Billy Railway's (PBR's) night train services, including but not limited to corporate requirements and internal functions when required.

Key Duties & Responsibilities

- Primary duties involve the full co-ordination and supervision of all functions on night train services as required
- Manage staffing and volunteer requirements for all functions, including rostering
- Manage the full function set up and pack down
- Manage beverage stock levels on both the dining carriages and at the Packing Shed (venue)
- Provide the function manifest including final numbers and any special dietary requirements to external caterers
- Ensure crockery, cutlery, glassware and condiments are maintained and replenished
- Finalise seating plans for passengers on the train and at the Packing Shed (Venue)
- Liaise directly with passengers re special requests (eg. Place cards/dietary concerns/special event cakes)
- Co-ordinate the laundering of table cloths and satin runners
- Liaise with entertainment and facilitate any special requirements
- Liaise with on-train supervisor
- Manage beverage tabs and EFTPOS payments
- Co-ordinate carriage set up at Belgrave
- Co-ordinate the reset of carriages prior to the train's departure from the Packing Shed
- Boarding of passengers
- Manage Food, Health and Safety compliance for the functions and manage staff to ensure process is adhered to
- Manage Responsible servicing of alcohol ensuring compliance for the functions and manage staff to ensure process is adhered to
- Ensure all associated documentation for food handling eg temperature checks has been completed during the function
- Ensure all associated documentation has been completed in accordance with Liquor Licensing protocols
- Establish and maintain a culture of quality customer service



PUFFING BILLY RAILWAY

- Maximise financial performance of each night train
- Assist with other events as required.
- Build positive relationships with caterers and entertainers
- Build and maintain staff and volunteer job satisfaction
- Build and maintain individual client relationships in regard to function arrangements
- Lead, motivate and share knowledge with other staff and volunteers in:
 - Training and development
 - Skills development
 - Local food and beverage knowledge
 - Food handling, Rail safety and OH&S requirements
- Knowledge of:
 - contemporary food, beverage and service trends
 - menu ingredients and potential effects in relation to allergies
 - Bar and refreshment service
- Maintain a professional appearance in the workplace
- Will participate in continuous improvement – learning and development programs and performance management programs
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- Proven experience in supervising a team, organising rosters
- Coordination and planning skills for managing functions
- Basic skills in Microsoft Excel, Word and Outlook
- Focus on service excellence, exceeding internal and external customer expectations
- Previous experience in the Hospitality/customer service environment
- Cash and EFTPOS handling skills.
- Self-motivated with an attention to detail
- Proven ability to work as part of a team and independently
- Ability to take direction from Management/Supervisor
- Willingness to work on a rostered basis, including weekends, public holidays and special events
- Ability to work under pressure and unsupervised
- Ability to communicate successfully with people of other cultures

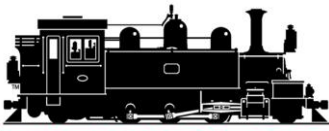
Qualifications & Experience Required

- Knowledge of the Tourism and Hospitality industry
- A minimum of 5 - 10 years' experience in managing function rooms or a multi outlet venue
- Current motor vehicle driver's licence (manual)
- Current Responsible Service of Alcohol certificate
- Experience in presentation and delivery of food items
- Current Food Supervisors Certificate
- An understanding of Puffing Billy's history and current business is desirable

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations

Health & Safety



PUFFING BILLY RAILWAY

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Co-operate with management in its fulfilment of its legislative obligations and rail safety regulations
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- To report any injury, hazard or illness immediately, where practical to their supervisor
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others

Additional Notes

- Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation. These extra duties will be discussed between the employee and their immediate Supervisor/Manager and the decision to allocate them will be taken jointly. This may include working in the retail stores.
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, scheduling time off is not always an option.
- Availability to work weekends and public holidays is essential.
- Attendance at meetings and some variation to normal hours including early or late starts, weekends, evenings and public holidays may be expected from time to time.
- PBR is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Protection Policy and Code of Conduct

Acknowledgment

I declare that I have read and fully understand the content of this Position Description.

Employee

Signed: _____ Date: _____

Approved By:	A Williams	Date:	February 2019
Last Updated By:	E Oxworth	Date:	February 2019