

Position Description

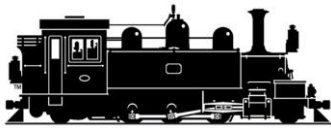
Title:	FUNCTION SUPERVISOR – PART TIME
Branch:	Commercial Operations Division
Status:	Part Time
Location:	Belgrave and Nobelius Packing Shed
Reports to:	Commercial Manager
Direct Reports:	Food & Beverage Casuals – Train hosts
Hours/Days of Work:	3 to 7.5 hours per day, 5 out of 7 days per week
Salary Range:	In accordance with the Restaurant Industry Award 2010 [MA000119]
Travel:	Some travel is required – PBR sites and surrounds as required
Employee/Volunteer	Employee

Job Purpose

This position is responsible for the full co-ordination of functions on Puffing Billy Railway'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.
- 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.
- 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.
- Provide Puffing Billy Railway vouchers as prize giveaways for Murder Mystery evenings.
- 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.
- Establish and maintain a culture of quality customer service.
- Maximise financial performance of each night train.
- Assist with other events on the Railway as required.
- Build positive relationships with caterers and entertainers.
- Build and maintain staff and volunteer job satisfaction.
- Build and maintain individual client relationships in regards to function arrangements.



PUFFING BILLY RAILWAY

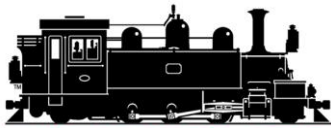
- Lead, motivate and share knowledge with other staff and volunteers in:
 - Training and development.
 - Skills development.
 - Local food and beverage knowledge.
 - Food handling, Rail safety and OH&S requirements.
- Contribute to and participate in continuous professional and organisational improvement.
- Knowledge of:
 - contemporary food, beverage and service trends.
 - menu ingredients and potential effects in relation to allergies.
 - Bar and refreshment service.
- Adhere to all company values, principles and procedures including:
 - WH&S requirements.
 - Rail Safety Management System requirements.
 - Puffing Billy's Heritage Integrity.
 - Child safe awareness.
- Understand and demonstrate support for the company's commitment to a harassment free workplace.
- Participate in performance reviews as required.
- Maintain a professional appearance in the workplace.

Culture:

- Display respect, care and consideration for differing cultural values.
- Be a champion of company culture and lead by example.
- Perform all duties in an appropriate manner that would add value to the brand and respect internal and external customers.
- Be a champion of change and assist the organization where ever possible to ensure change is welcomed and managed effectively.

Key Competencies

- Focus on service excellence, exceeding internal and external customer expectations.
- Excellent and clearly demonstrated organisational skills.
- Demonstrated people skills.
- Basic skills in Microsoft Excel, Word and Outlook.
- Ability to work under pressure and unsupervised.
- Ability to work as a team and lead by example.
- Ability to communicate successfully with people of other cultures.
- Attention to detail.
- Ability to maintain confidentiality and to handle issues with sensitivity.
- Flexible and adaptable.
- High energy approach.
- Ability to acquire new skills.
- Initiative and problem solving.
- Effective verbal communication.
- Ability to prioritise and manage own time.
- Literacy and numeracy appropriate to the position.
- Ability to use technology and develop new technology skills.
- Fluency in English language.
- Ability to multi task.
- Self-directed learning and development as well as undertaking required training.



PUFFING BILLY RAILWAY

Qualifications & Experience Required

- An understanding of Puffing Billy's history and current business is desirable.
- Knowledge of the Tourism and Hospitality industry.
- 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.

Key Relationships

- Commercial Manager – Primary Report.
- Food & Beverage function staff and volunteers.
- Puffing Billy Railway Executive Management Team.
- Puffing Billy Railway salaried and voluntary workers.
- External suppliers.
- External stakeholders including elected officers and senior management in public and private organisations.

Health & Safety

Frequent (occurs 1/3-2/3 of time)

- Manual handling task (0 – 9kg)
- Gripping, holding, clasping with fingers/hands.
- Working on slippery, uneven or moving (on train) surfaces.
- Standing at workstation.

Constant (occurs 2/3+ of time)

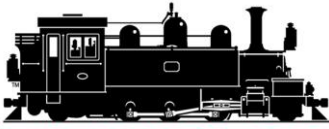
- Hand/arm movement i.e. stacking, reaching, typing and sorting.
- Walking on uneven surfaces.
- Sitting at workstation.
- Responsibility for the safety of others

Additional Notes

- This job description is not intended to be all-inclusive. Employee 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.
- 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.

Assessment & Selection Process

- Application based screening against all criteria listed above.
- First and second interview.
- Professional references required.



PUFFING BILLY RAILWAY

Acknowledgment

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

(Employee)

Signed: _____

Date: _____

(Manager)

Signed: _____

Date: _____

Approved By:	Nadine Hutchins	Date:	16/02/2018
Last Updated By:	April Williams	Date:	16/02/2018