



POSITION DESCRIPTION

Function & Events Coordinator

Primary Purpose of Position:

- To assist in the coordination and implementation of day-to-day functions & meetings, large conferences & events and any other gatherings that benefits the Leeton Soldiers Club (LSC).
- To assist in ensuring all patrons are met with a friendly, safe and comfortable environment when visiting or holding a function at the club.
- This position also may incorporate other duties such as assistance with promotions, bistro & bar service during functions.

Employment Conditions

Supervisor:	People & Functions Manager
Grading:	Leeton Soldiers Club modern award system – Grade 3 Starting grade will depend on qualifications and experience.
Probationary Period:	Your employment with the Leeton Soldiers Club is subject to a probationary period of three (3) months from your date of commencement. LSC will review your performance during the probationary period and if satisfactory, permanency of casual employment will be confirmed. Leeton Soldiers Club reserves the right to terminate your employment in the event of your performance being assessed as unsatisfactory.
Superannuation:	In accordance with the Superannuation Guarantee Legislation. Currently 12% of wages.
Payment of wages:	Paid weekly by direct credit into own banking institution.

Hours of work:

A casual position, Monday to Friday. Duties of the position may require flexibility in relation to working outside office hours including weekend and public holiday work. Hours can be traded with normal Monday – Friday hours and/or will be paid as additional working hours in accordance with the modern award system.

Fitness for work:

Employees should declare any health related issues or illnesses that may impact on their ability to perform this role.

While performing the duties of this job, the employee is regularly required to:

- Withstand long periods on his/her feet
- Bend
- Kneel
- Reach and grasp
- Repetitively lift items

All employees of the Leeton Soldiers Club are to take reasonable care for his/her own safety.

Work, Health & Safety:

All employees must adhere to LSC's Health & Safety Rules, Regulations, procedures and policies.

All LSC facilities have a "smoke free environment" whereupon smoking within such facilities and vehicles is not permitted. Any staff wishing to smoke must utilise the staff smoking area only.

Qualifications and Experience:

- Relevant demonstrated experience of at least two years in a similar field or industry
- It is mandatory to possess and maintain a current Responsible Service of Alcohol and Responsible Conduct of Gambling certification. Failure to retain such a licence could be grounds for instant dismissal.
- It is mandatory to possess and maintain a current Class C driving licence. Failure to retain such a licence could be grounds for dismissal.

Key Duties and Responsibilities:

- Managing the end to end processes on all functions and events as required, including overseeing all major functions and/or appointing necessary supervisors.
- Ensure that correct and accurate documentation is provided to potential clients including quotes & booking forms.

- Liaise with a range of clients including internal sub-clubs, Club patrons and corporate clients regarding potential and/or future events.
- Advise prospective clients on the best possible way to conduct a function, with the clients wishes paramount in all discussion.
- Ensure client awareness of the rules and regulations as described in the clubs policies regarding minors, restricted access, visitors register, temporary members register and all other relevant rules and regulations.
- Liaise with Chefs, supervisors and management on behalf of prospective clients.
- Ensure agreed customer requirements are fulfilled for every function and event.
- Ensure that all financial information is accurately collated and transferred to the relevant department.
- Implement, coordinate and maintain the electronic functions booking system.
- Co-ordinate and issue function run-sheets & floor plans for all relevant departments including supervisors & management, prior to every event, including bar & rostering requirements.
- Follow up all functions and gain feedback to ensure return business.
- Collect and analyse data on functions undertaken, and provide reports to management on outcomes and suggest ideas to improve the event planning and implementation process.
- Complete a monthly function report to be presented at Directors meetings.
- Ensure all Health and safety issues are documented and passed on to the WHS Manager of the Club.

Selection Criteria:

Essential:

- Qualifications & experience as stated above
- Willing to perform all tasks required for the successful completion of work pertaining to function coordination.
- Well-developed oral & written communication skills with the ability to work with both internal and external customers
- Be a customer focused person with excellent interpersonal skills
- Capacity to manage a high volume workload and exercise effective and efficient time management skills.
- Be self-motivated and have the ability to work under minimal supervision
- Demonstrated ability to achieve outcomes whilst managing numerous projects at once.
- Demonstrated ability to work cohesively within a team and assist in managing a diverse work unit during functions
- Demonstrated working knowledge of Microsoft Office packages and general office equipment.

Desirable:

- Capable of writing standard reports
- Possess an excellent phone manner that is courteous, friendly & customer focused.
- Develop systems/procedures for the smooth operation of functions and events

- Ability to attract/find potential customers
- A knowledge/understanding of existing community events.
- Demonstrated ability to identify and solve problems, utilizing initiative to create solutions.

Performance Criteria:

The Function Coordinator position is highly regarded and forms an integral part of the overall Club's operation. It is most imperative that all parties are able to have a professional and honest approach on all issues related to functions and events.

The Function Coordinator is expected to undertake other duties and responsibilities relevant to the nature, level and scope of their capabilities, including but not limited to:

- Attend training and continuous development opportunities as required.
- Assist with service in the bar, bistro & reception areas as required
- Maintain an excellent level of attendance and punctuality
- Strict adherence to any WHS processes, procedures and policies including the reporting of any hazards, incidents and/or injuries
- Be courteous to the general public at all times. No comments on Club matters are to be made to the general public. Refer any such matters to the Club Secretary Manager
- Always be supportive of management policies with regards to our Vision & Values.
- Become "one of the team" and maintain a realistic level of harmony within the workplace
- Carry out all operations efficiently and ensure that there is minimal wastage in materials and labour
- Maintain a high level of performance
- Maintain customer confidentiality.

Organisational Relationships:

Reports to:	People & Functions Manager
Internal Liaisons:	Secretary Manager, Board of Directors, Supervisors, bar & bistro staff, Chefs & kitchen staff, Administration & Finance staff, Maintenance staff, Cellarman, Greenkeeper, Cleaners and sub-clubs.
External Liaisons:	Service Clubs and sporting groups, Club patrons, entertainers and suppliers



I _____ have read and understand the requirements of the Leeton Soldiers Club Function Coordinator role as outlined above.

I understand that my appointment is subject to the Probationary Period as outlined above.

Employee Sign: _____

Date: _____

Employer Sign: _____

Date: _____