

## POSITION DESCRIPTION

Job Title: Events Officer (Food and Beverage)  
Location: Illaroo, NSW  
Terms: Full-time  
Remuneration: \$82,987 - \$89,988 (AGIA Level 7) incl 10.5% superannuation  
Responsible to: Executive Chef

Bundanon is a unique arts and education organisation in regional Australia, with a strong national and international profile.

It is situated on 1,000 hectares of bush and parkland overlooking the Shoalhaven River in Illaroo, near Nowra. It was created in 1993 by a generous gift to the Australian Nation by Arthur Boyd and his family, of land and several buildings with contents, including a significant art collection.

Since then, Bundanon's Collection has grown in size and value (currently \$46.5M), including by acquisition of works by artists in residence. Bundanon has Australia's largest artist in residence program, as well as a large and long-established program for learning and school education.

Bundanon presents a diverse program of exhibitions and public programs in all artforms bringing together visitors/audiences, artists, and scientists from a diversity of fields.

Bundanon is in a period of ongoing transformation, this January celebrating the first anniversary of opening our award-winning new Art Museum and Bridge for Creative Learning (a café, education and accommodation complex), all to support a wide range of cultural audiences, as well as as educational and commercial visitors.

## JOB OVERVIEW

The position holder will deliver memorable and high quality events and experiences, effectively balancing the food and beverage needs of internal and external clients.

The position coordinates the scheduling, delivery and operational aspects of food and beverage related events for external venue hires and Bundanon functions and events.

## OVERALL RESPONSIBILITIES

- Co-ordinate the delivery of excellent Bundanon and external hire food and beverage related events ensuring the values of the Bundanon brand are maintained
- Communicate and collaborate with key staff to deliver seamless events
- Lead front of house for Ramox Café and Food and Beverage service

## KEY CHALLENGES

- Managing a complex suite of events with diverse stakeholders across a large site with various venues and demands
- Maintaining excellent cross organisation communications
- Managing competing demands and priorities
- Providing high quality customer service

## PRINCIPAL DUTIES AND RESPONSIBILITIES:

### Events planning and scheduling

# BUNDANON

- Oversee the efficient scheduling of all food and beverage related events including guest experiences, external hires and Bundanon functions and events.
- Resolve scheduling conflicts, assign priorities and apply appropriate Bundanon policies for competing demands
- Determine capability of food and beverage services to deliver requested events
- Lead the operational planning and high-quality delivery of food and beverage related external hired events or Bundanon functions and events
- Co-ordinate delivery of event services for which Bundanon is responsible, including staff resources, catering, AV, equipment, and furniture
- Lead forward planning of production and operational needs across all Bundanon food and beverage related events and externally hired events to ensure the organisation is prepared and resourced.
- Utilise Bundanon's event management system (currently Ungerboeck) as primary event scheduling and planning tool

## **Delivery**

- Produce rosters and budgets for Bundanon events, delivery of catering; beverage service and waitstaff rostering
- Manage all aspects of the delivery team, including scheduling, supervision and hosting as required
- Source external resources and additional staff resources as needed
- Ensure clear point of contact for all event and function enquiries
- Induct, supervise and co-ordinate café front of house staff
- Monitor Café inbox and booking diary
- Collaborating with Executive Chef and Café Supervisor:
  - Monitor Café staff procedures, communicate events to café staff
  - Manage Pre-Order catering process
  - Regular stock checks
  - Manage all delivery related external contractors, and suppliers,

## **WH&S and Risk Management**

- Ensure safe working environments and procedures to comply with legislation and Bundanon WH&S standards across all Bundanon or externally hired events
- Embed WH&S and Risk Management as a part of daily decision-making processes and operations
- Conduct effective induction of contractors, and clients, and maintain a high level of WH&S awareness
- Undertake regular audits of all catering and service equipment
- Conduct scheduled and unplanned workplace inspections to maintain safety.
- Ensure all relevant food safety requirements are met.

## **Communications**

- Primary contact within the organisation for all food and beverage and related event requests.
- Maintain highly functional collegiate relationships with Visitor Service Team
- Provide team and/or all staff briefings on upcoming events
- Maintain continuous liaison with all key staff across teams to support information sharing, understanding and values

## **Quality Control**

- Maintain Bundanon's reputation as a destination for cultural tourism, ensuring all events and functions are delivered to the highest quality
- Solicit formal and informal feedback from clients and communicate to Bundanon management to assist in continual improvement of services

## **Administration and Systems**

- Ensure events booking system is accurate and up to date at all times.
- Ensure sufficient resources for event delivery and operations
- Ensure timely and efficient information sharing throughout the organisation
- Prepare reports and presentations as required including budget and event reports
- Participate in Bundanon's emergency procedures.

## **General**

- Participate in all staff meetings, briefings and events
- Carry out any other duties as requested.

## **Selection criteria**

### **Essential**

- Qualifications in event management and/or hospitality (food and beverage)
- A comprehensive understanding of, and demonstrated success in event management and hospitality (food and beverage) front of house leadership
- Experience in development, monitoring and implementation of WH&S and risk management policies and procedures.
- Ability to lead and motivate, with highly developed collaboration, negotiation and facilitation skills in gaining cooperation from others
- Demonstrated experience in coordinating permanent and casual staff, , contractors, and service providers
- Demonstrated experience with budget management
- Proficiency with Microsoft 365 programs and cloud based venue booking management systems, document storage, data base, CRM, finance and HR systems
- Problem-solving skills and professional approach to dealing with conflict
- Outstanding customer service skills
- Ability to self-manage a complex workload that changes quickly
- Ability to work evenings and weekends

### **Desirable**

- Experience working in the arts and cultural sector in a production management or events management role,

## **You will have or be required to obtain:**

A First Aid qualification.  
Current Working with Children Check.  
National Police Check.  
A current NSW Class C driver's license.  
Current full COVID-19 vaccination



*Bundanon is committed to ensuring that our working environment is free from discrimination and harassment.*

**To Apply**

It is a requirement that you provide a statement responding to each of the selection criteria above, and a CV/resume including the names of three referees (referees will only be contacted after clearance with the applicant) to:

**Jenny Bisset**

[jenny.bisset@bundanon.com.au](mailto:jenny.bisset@bundanon.com.au)

by **5pm, Monday 30 January**

Enquiries should be directed to:

**Douglas Innes-Will, Executive Chef**

[doug@bundanon.com.au](mailto:doug@bundanon.com.au)

(02) 4422 2100