

Thank you for your interest in the position of:

Events Manager @ The Forge Pizzeria



Please find below some information about the position and the Application Form. If you have any additional questions about this position, please contact Stacey McCartin (Human Resources Manager) on 53 376 635 or Stacey@theforgepizzeria.com.

<u>EVENTS MANAGER</u>	
Employment Status:	Ongoing
Employment Type:	Full time * <i>* Applicants seeking part time employment or a traineeship will also be considered.</i>
Commencement Date:	Immediate start or by mutual agreement
Hours:	To be worked to an agreed roster. Will be required to work weekends and evenings.
Location:	Housey Housey, 12 Armstrong Street North, Ballarat Restaurant, 14 Armstrong Street North, Ballarat Off-site events with the Mobile Catering service
Specific Requirements:	Responsible Service of Alcohol Current Victorian Driver's Licence
Agreement:	Restaurant Industry Award 2010
Salary:	Dependent on skills and experience
Probationary Period:	This position may be subject to a 6 month probationary period.
Leave:	All leave entitlements (eg. personal leave, annual leave) are paid in accordance with the Restaurant Industry Award 2010 and the National Employment Standards.
Pre-Employment Medical:	It may be a condition of employment that applicants undertake a pre-employment medical examination at the cost of The Forge Pizzeria. The medical examination is to certify if the successful applicant is capable of carrying out the physical demands of the position.

HOW TO APPLY

If you are interested in this position, please complete an Application Form and send, along with a current resume, to:

The Forge Pizzeria
Att: Stacey McCartin
14 Armstrong St Nth
BALLARAT VIC 3350

OR

stacey@theforgepizzeria.com
(Include position title in subject)

BY WEDNESDAY 21 MARCH 2018

Position Description

TITLE	Events Manager
CLASSIFICATION	Level 5
AWARD	Restaurant Industry Award 2010
INCUMBENT	
REPORTS TO	Directors
WORK LOCATION	Housey Housey - 12 Armstrong St Nth, Ballarat The Forge Restaurant - 14 Armstrong St Nth, Ballarat Other off-site events and functions



CONTEXT

Established in 2010 by brothers Chris and Tim Matthews, The Forge Pizzeria creates delicious woodfired pizzas made with fresh local produce and high quality deli ingredients. We pride ourselves on pizza perfection, passion and a fun laid-back atmosphere. There is a fully serviced 200 seat restaurant in Armstrong Street, Central Ballarat, which complements the 20 seat restaurant in Sturt Street, Alfredton. There is also an Events and Functions aspect to the business which includes a function space, "Housey Housey" located at 12 Armstrong Street North, next to the restaurant and three rolling pizza ovens.

The current business areas are:

Central Ballarat Restaurant

Location: 14 Armstrong Street North, Ballarat
Capacity: 200 seat restaurant, with outdoor dining options available.
Style: Providing a full restaurant service with a contemporary Italian menu.
Operating since: October 2012
Operating hours: 12pm to 10pm, Monday to Sunday

Alfredton Restaurant

Location: 1771 Sturt Street, Alfredton
Capacity: 20 seat restaurant, with outdoor dining options available.
Style: Predominantly takeaway woodfired pizzas. Dining in and other menu options available.
Operating since: October 2010
Operating hours: 12pm to 9pm, Monday to Friday; 4pm to 9pm Saturday and Sunday

Housey Housey Functions and Event Space

Location: 12 Armstrong Street North, Ballarat
Capacity: 300 standing; 250 sit-down
Style: A functional and adaptable space suitable for a wide range of functions and events.
Operating since: December 2015

Mobile Catering Service (Rolling Ovens)

What: Three woodfired pizza ovens on trailers with portable storage and food preparation equipment, that can be transported off-site for a variety of private and public events and festivals.
Operating since: December 2011

DECISION MAKING

The Events Manager will be responsible for all events and functions at The Forge Pizzeria and will be required to perform all duties to a high and acceptable standard. Reporting to the Directors, the Events Manager will be responsible for making all decisions relating to the financial management, delegation of tasks and management of staff.

DUTIES

The Event Manager's role consists of:

Provision of Quality Service

- Deliver an excellent customer experience for all Forge customers at events and functions, including and not limited to Housey Housey, rolling events off site and events at Armstrong Street restaurant.
- Provide training to all service staff to ensure a high standard of service is displayed at all times through functions and events.
- Provide detailed advice and support to customers to ensure a smoothly run function or event.
- Build excellent relationships with all stakeholders, including, but not limited to, event organisers, suppliers and customers.
- Be the first point of call for customers enquiring about functions and events organised by The Forge.
- Have a proactive approach with customers to ensure all the relevant information is gathered prior to the function or event.
- Ensure customers are provided with a high quality product, including, but not limited to, service, food, health, and safety.
- Manage the customer journey from inquiry, booking through to delivery and follow up of the event.

Event Administration

- The Event Manager is able to delegate tasks to the Administration Assistant and Shift Managers, where applicable.
- Working closely with Events Administrators, provide advice and support for the long term planning of events and functions.
- Source and evaluate new events and functions, giving consideration to financials and other business objectives.
- Be responsible for the development and maintenance of the ongoing events and functions calendar.
- Work closely with the Event Administrators and other key employees, to develop event documentation, including preparing quotes, running sheets, reports, prep lists, rosters, permits and certificates, etc to ensure the smooth roll out of events and functions.
- Manage the development and maintenance of Standard Operating Procedures for events and functions.
- Manage the Customer Record Management systems, including basic data entry.
- Respond to emails and phone calls for customers, event organisers and suppliers.
- Develop and maintain a manual, including processes and procedures.
- Work with the Product Development Manager and Head Chef to prepare menus suitable for events and functions.

Event Coordination

- Coordinate the cleaning, set-up, running and pack down of functions and events across all Forge venues.
- Management and supervision of staff during events and functions as required to complete the above.
- Coordinate the operational requirements of an event or function, including providing front of house service to customers.
- Compliance with the Food and Safety Program.

Management of Employees

- Supervise events and functions staff, during an event or function.
- Manage the training and development of events and functions staff.
- Manage the development of the functions and events rosters, ensuring that the rosters reflect forecasts, employee skill levels, and the needs of the function or event.
- Process employee timesheets in preparation for payroll.
- Assist the Human Resource Manager with the recruitment of employees, including interviewing and inducting new employees.
- Work closely with other managers including Head Chef, Sous Chef, Restaurant Manager to assist with the management of their staff where appropriate.

Finance Management

- Increase profitability of events and functions.
 - Manage the financial management of all functions and events, including budgets, preparation and payment of quotes, invoicing, receiving payments, banking, post event reports, site fees for events etc.
 - Work with Events administrators with the overall functions and events budgets and forecasts.
 - Prepare and present regular reports regarding all events and functions.
 - Complete post event report for each event and function, including follow up regarding payments and feedback.
 - Work closely with the finance team to ensure accurate and timely reporting
 - Work cooperatively with the Directors to improve the overall efficiency and profitability of The Forge Pizzeria.
- There will be other duties that will be required by the Events Manager at the request of The Forge Pizzeria Pty Ltd, by the individual Directors or management representatives thereof.

SKILLS AND ATTRIBUTES

Skills and attributes that the Event Manager should possess and display:

- Management experience including supervision and guidance of a team
- Exceptional organisational skills
- Management experience leading functions and events
- Excellent customer service skills.
- Sound computer literacy skills, including the ability to use Microsoft Office and Google programs.
- Ability to develop and maintain excellent stakeholder relationships.
- Excellent organisational and time management skills, including meeting deadlines, set priorities, delegating tasks.
- Accuracy and attention to detail, particularly in relation to food quality, service standards and administrative tasks.
- Ability to follow instructions, if required
- Ability to operate without direct supervision, including displaying initiative and problem solving as required.
- Effective verbal and written communication skills.
- Desire to improve skills and knowledge, and to accept and act upon constructive feedback.
- The Event Manager must hold a current Drivers Licence.

THE FORGE PIZZERIA VALUES

The Forge Pizzeria has established a set of values that are relevant to all employees:

- Passion
- Delegation and Responsibility
- Respect for others
- Work ethic
- Team oriented
- Initiative
- Positive Leadership
- Positive Attitude
- Communication
- Prioritise

HEALTH AND SAFETY

From a Health and Safety perspective The Forge Pizzeria is committed to providing a safe and compliant environment for all staff, customers and stakeholders. All staff are required to:

- Adhere to any relevant Policies and Procedures
- Report hazards and other unsafe practices
- Report injuries as soon as possible to your Manager/Supervisor
- Commit to the continuous improvement of Policies and Procedures relating to safety and the general operation of the business.

APPLICATION FORM

Position: EVENTS MANAGER
Applications Close: WEDNESDAY 21 MARCH 2018

Name: _____ D.O.B: _____

Address: _____

Phone: _____

Email: _____

1. Do you have a current driver's licence? YES / NO

2. Do you have a current police check? YES / NO

a. If "No", would you be willing to undertake a police check? YES / NO

3. Are you an Australian citizen? YES / NO

If No, do you have either of the following documents which gives you the legal right and permission to work in Australia.

a. Certificate of evidence of resident status: YES / NO

b. Valid visa with work right: YES / NO

4. Would you be willing to undertake a pre- employment medical assessment, if required? YES / NO

5. Please detail your experience and/or qualifications most relevant to the position of Events Manager.

6. Tell us about a time when you have provided superior customer service.

7. Tell us about your administration experience, including types of computer programs used and tasks performed.

8. When working in a high pressure environment, how do you ensure you achieve all that is required of you?

9. Why would you like to work for The Forge Pizzeria?

10. What motivates you in life/work?

11. What are your best qualities that you will bring to The Forge?

12. When are you available to work?

	MON	TUES	WED	THURS	FRI	SAT	SUN
FROM							
UNTIL							

13. Are you able to provide the details of two professional referees?

1.
2.



Please include a copy of your current resume with your application.

Signature of Applicant:

Date:

PLEASE SEND YOUR APPLICATION AND CURRENT RESUME TO:

The Forge Pizzeria

Att: Stacey McCartin

14 Armstrong St Nth

BALLARAT VIC 3350

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stacey@theforgepizzeria.com

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