



ROLE STATEMENT

THE POSITION:		CATERING CONTRACT OFFICER
POSITION NUMBER/CLASSIFICATION:		6760 / VPS 4.1
REPORTS TO:		Events Manager
WORK UNIT:		Events
ORGANISATION:		National Gallery of Victoria
LOCATION:		180 St Kilda Rd, Melbourne 3004
DATE OF REVIEW		June 2018
VISION	Creating an inspiring future: enriching our understanding of art and life.	
PRIMARY FOCUS OF THE POSITION:	This position is responsible for day-to-day oversight of the NGV's catering services agreement and associated suppliers, working with the Events Manager in the overall management of the catering contract.	
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none">1. Be responsible for the day-to-day management and administration of the catering contract, ensuring delivery of the services agreement by both the NGV and the contract caterer.2. Monitor and participate in the review of catering standards, KPIs and outputs in accordance with the catering services agreement and analyse the performance of the caterer and the overall commercial outcomes of retail catering and functions. Develop procedures and systems to support these activities.3. Plan, coordinate and participate in the execution of the catering offers including review of menus, service styles and standards, response to customer satisfaction feedback, pricing and retail spaces monitoring, keeping the NGV's commercial and non-commercial objectives paramount.4. Complete analysis of the financial performance of the contract caterer, the NGV's food and beverage financial outcomes and the overall commercial outcomes while maintaining and producing financial records and reports for senior management, as required. Ensure financial policies and procedures are adhered to and records are managed according to the records management policy and procedures.5. Maintain positive relationships with the contract caterer, in particular the key members of the catering leadership team and internal stakeholders, such as Assets and Facilities, Exhibitions and Collections Operations and Multimedia, and contracted event service suppliers, such as security services. Actively support and contribute to the training needs and development of catering staff in accordance with the NGV customer service standards.6. Work closely with the Events Manager, contract caterer and Corporate Partnerships on supply partnerships, including identification of potential partners, development of opportunities to support and partnership	

	<p>negotiations, as relevant, with a view to encourage commercial outcomes for the NGV. Provide support for the development of partnership activations for programs and special events.</p> <ol style="list-style-type: none"> Oversee the process for yield management in order to maximise functions bookings which generate significant commercial returns. Implement a system for monitoring and managing the release and retention of internal and external bookings. Work closely with the Marketing and Media and Public Affairs teams and the contract caterer to develop an annual communications plan for promoting specific business offers and general marketing messages relating to catering outlets, and provide input on responses to public communication messages for a range of media. In consultation with the Events Manager, coordinate the catering services agreement tender, when required and work closely with external specialists as required. Lead and manage projects and work in consultation with the Events Manager to plan, coordinate and deliver the NGV events program, as required. This includes collaborating with other departments, as required, to generate new ideas, develop creative concepts for upcoming events, and ensure the achievement of successful project outcomes. Contribute to departmental and team goals and participate in organisational initiatives and activities as required including ensuring a safe and healthy environment for colleagues, visitors and stakeholders. Participate in and support organisational change initiatives and model NGV values and behaviours.
2. THE PERSON – KEY SELECTION CRITERIA	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> Extensive experience in the contract management of the provision of food and beverage coupled with a demonstrated understanding of the business aspects of food and beverage retail offerings. <u>Contract and resource management</u>: negotiates and records various elements of contracts, prepares and monitors expenditure against budgets and monitors service delivery against contract specifications, liaises with stakeholders and uses honest, transparent and appropriate purchasing processes. <u>Communication skills</u>: confidently conveys ideas and information in a clear and interesting way, sees things from others' point of view and confirms understanding, negotiates and implements a well-planned course of action to achieve a specific impact and prepares briefs, letters, emails and reports using clear, concise and grammatically correct language. <u>Service excellence</u>: constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same; takes responsibility for correcting problems promptly and without becoming defensive and makes specific changes in work methods to improve outcomes, quality and timeliness of service. <u>Organisational skills</u>: identifies processes, tasks and resources required to achieve a goal, identifies more and less critical activities and operates

	<p>accordingly, reviewing and adjusting as required, develops and implements systems and procedures to guide work and track progress and recognises barriers and finds effective ways to deal with them.</p> <p>6. <u>Drive and commitment</u>: demonstrates capacity for sustained effort and hard work, takes responsibility for own actions, accepts changed priorities without undue discomfort, adaptable, remains calm and in control under pressure and enjoys a vigorous and dynamic work environment.</p> <p>7. <u>Relationship building and stakeholder management</u>: establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations, monitors client and stakeholder satisfaction and constructively deals with stakeholder issues.</p>
3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> • Understanding of the protocol and standards required of a high profile organisation. • A flexible approach in regard to hours of work. There will be a requirement to work after hours and weekends from time to time. • Genuine interest in the delivery of food and beverage for retail outlets, functions, special events and seasonal activities. • Understanding of key policies and procedures relevant to the role and ability to manage these within the catering environment.
4. KEY RELATIONSHIPS	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none"> • Contractors such as catering; • Corporate Partners/Sponsors, Corporate Members and affiliated organisations; • Other departments, including but not limited to Assets & Facilities, Corporate Partnerships, Directorate, Foundation, Fundraising, Public Programs and Members.
5. OTHER RELEVANT INFORMATION	<ul style="list-style-type: none"> • The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment. • Hours of duty will be according to work unit requirements. • All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security & Environment Inductions. • In line with the <i>Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015</i>, the National Gallery of Victoria (NGV) is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources. • It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time.



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	<ul style="list-style-type: none">• Conditions of employment are pursuant to the NGV's Enterprise Agreement.• All new appointments are subject to a three month probationary period which may be subject to review.
6. ABOUT THE ROLE STATEMENT	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>
7. EMPLOYEE ACCEPTANCE	<p>Signature: _____</p> <p>Name: _____ Date: _____</p>
8. MANAGER AUTHORISATION	<p>Signature: _____</p> <p>Name: _____ Date: _____</p>