

Position Description

SECTION 1

POSITION TITLE: Functions & Events Manager

TYPE of EMPLOYMENT: Full-Time

KEY FOCUS OF THE ORGANISATION (PTFC Vision):

To build a stronger Peel Community through football.

KEY FOCUS OF THIS POSITION (Why this job exists):

- To increase patronage of the Peel Thunder Football Club facilities by members, players, supporters and the community.
- To increase revenue generated by the Peel Thunder Football Club facilities.
- Manage all bar and functions operations including staffing, sales, equipment, maintenance, promotions, bookings and in-line with agreed timeframes, income and expenditure.
- Provide all members, sponsors, customers and visitors with a high-level service and overall event experience at the Peel Thunder Football Club.

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	DEPARTMENT / BUSINESS UNIT:	DIRECT REPORTS:
General Manager Commercial Operations	Commercial Operations	Bar Manager (Part-Time) Bar Staff (casual) Caterer (Contractor)

SECTION 2

KEY RESULT AREAS (KRA) / KEY PERFORMANCE INDICATORS (KPI'S)

KRA'S - WHAT is PERFORMED	KPI'S - HOW it WILL BE ACHIEVED – to WHAT STANDARD, TIME-FRAME, or for WHO
Administration	<ul style="list-style-type: none"> • Maintain a best practice approach to the operations of the Club's Function facilities, including the bar, to maximise revenue. • Manage all venue hire enquiries, bookings and event delivery in a professional manner. • Prepare and coordinate monthly venue hire schedules and reports for the Board. • Establish an annual budget in-line with the Club's overall Strategic Plan. • Adhere to Risk Management and OHS strategies that minimise the Club's exposure to liability. • Organise staff rosters that provide an efficient and outstanding service to venue hirers and members. • Obtain relevant permits and licences where necessary. • Establish and manage supply contracts to ensure the ongoing efficient management of the Club. • Implement accurate cash management systems that provide daily reports and reconciliations to the Accounts Manager.
Partnerships	<ul style="list-style-type: none"> • Develop strategies that maximise exposure and promote Club activities and functions, in-line with the Club's Communications Strategy. • Source new partnerships to deliver the best function experience in the Peel Region. • Develop new functions and events that generate new business and additional revenue to the Club. • Manage the Club's relationship with the Catering Contractor to meet all agreed targets and timeframes.
Club Functions and Events	<ul style="list-style-type: none"> • Coordinate and deliver all official Club Functions to provide the most outstanding experience in

	<p>the WAFL (i.e. President’s Lunch, B&F Awards, Banquet Auction).</p> <ul style="list-style-type: none"> • Support the GM Commercial Operations in delivering match day and sponsor activations throughout the year. • Actively participate in the annual planning process to maximise the use and activation of the venue.
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SECTION 3	
COMPETENCIES REQUIRED FOR THIS POSITION:	
<p>1. Technical Knowledge General knowledge all Microsoft Office platforms (Word, Excel, Outlook and PowerPoint), and POS System.</p>	<p>5. Initiative Be proactive in producing the desired outcomes for every function and/or client. Be able to make recommendations to others to assist in achieving desired outcomes.</p>
<p>2. Effective Communication Highly developed and proven communication (verbal, written) and interpersonal skills.</p>	<p>6. Planning and Organising Ability to plan and prepare on a seasonal and week-to-week basis.</p>
<p>3. Client/Stakeholder Focus Strong focus on servicing all stakeholders in the Club including, staff, players, sponsors, corporate clients, contractors, members, patrons, local government, State Government and its agencies.</p>	<p>7. Judgement Ability to make carefully weighted decisions taking into account situational constraints and views of relevant stakeholders.</p>
<p>4. Teamwork Willingness to contribute to the team and to work effectively and cooperatively with other team members, in order to achieve team and organisational goals.</p>	<p>8. Problem Solving Ability to recognise a problem, identify possible causes, generate alternative solutions and select the most appropriate course of action giving full consideration to all factors.</p>

<p>EXPERIENCE REQUIRED TO UNDERTAKE THE POSITION:</p> <ul style="list-style-type: none"> • Tertiary qualifications in hospitality or business management, or equivalent experience in senior position. • Accredited Approved Manager qualification preferred, or willing to complete course. • National Police Clearance. • Extensive financial management experience to support the annual budget process of the Club. • Excellent stakeholder management skills, including leading a team of staff to deliver outstanding service. • Excellent planning, programming and promotional skills. • Highly developed and proven communication (verbal, written) and interpersonal skills. • An ability to interact effectively as part of a small team. • Strong work ethic, ability to prioritise projects and a willingness to work outside business hours, including weekends.
