

ST PAUL'S COLLEGE

MEETINGS | EVENTS | STAYS

Position:	Hospitality Manager - Events and Stays
Position type:	Full-time
Reports to:	General Manager - Hospitality / Director of Operations
Location:	9 City Road, Camperdown
Overview	St Paul's Events and Stays is a new division of St Paul's College. This year has seen the College expand with two new buildings and over 200 accommodation rooms, allowing opportunities during the 18 weeks per year that are University vacation periods to run the venue for external meetings, events and short-stay accommodation. St Paul's College is a residential college within the University of Sydney for undergraduate men and from 2019 for postgraduate women and men.
Objectives:	This role is an exciting opportunity for an experienced hospitality professional to join a rapidly expanding and fast paced environment and make significant contribution to a new operation. The position will suit a candidate who enjoys variety and being hands on.
Specific accountabilities:	<p>Short-Stay operations change over and venue management</p> <ul style="list-style-type: none"> Responsible for the change of operational mode from a student college during semester to "meeting and short-stay" mode during college vacations. This will include recruiting and training appropriate staff, ensuring equipment, procedures, and service standards adjust accordingly. Then drive the change back to "student mode" on the lead up to the start of semester working closely with the facilities manager. To manage the day to day operation of the out of semester hospitality catering and event business of the College to ensure a high service standard. Liaising with external caterers and other external suppliers to ensure a reputation of a superior event destination is established. Ensure efficient staffing solutions are in place for "short stay" mode including advertising, recruitment and training. <p>Overseeing the delivery of events and hospitality</p> <ul style="list-style-type: none"> To oversee the successful execution of internal college events throughout the annual diary. Establishing systems and procedures and ensuring a high level of service, consistency of delivery and appropriate offerings are in place. Liaising with caterers, facilities and housekeeping and other relevant internal and external contacts to ensure standards are set, pre and post event briefings occur and all events are delivered to consistent and high standards. Ensure the College public rooms are set up as required for events and reset at the event completion Liaise with organisers (internal and external), in conjunction with the event co-ordinator, to ensure requirements are understood and delivered and communicated to all relevant departments Oversee the production of event orders and running sheets by the co-ordinator to ensure a consistency in service standards and a streamlined event approach.

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	<ul style="list-style-type: none"> • Provide direction and liaise closely with the catering company for all college events to ensure a high service delivery and consistent standards. • Conduct client site inspections and planning meetings as required. • Attend networking events, host clients onsite and attended college events as required from time to time. • Assist the General Manager with sales and marketing activity as required to ensure the success of the “meet and stay” business, including attending tradeshows, following proposals and seeking new business opportunities. <p>Promotion of “meet and stay” business</p> <ul style="list-style-type: none"> • Assist where required in the promotion of the meet and stay business during out of “meet and stay” mode. • Conduct client site inspections and famils where required. • Answer enquiries, produce proposals, convert business, ensure confirmations and deposits are in place and correct post event follow up is completed. • Attended trade shows and networking events as required. • Conduct client and supplier planning meetings.
<p>Qualifications:</p>	<ul style="list-style-type: none"> • Previous experience in a management position within a hotel or venue highly desirable. • Strong events and catering experience from planning to execution required • Experience in recruitment and training desirable. • Track record of managing contracts of suppliers and relationships of third party suppliers. • A knowledge of the NSW Licensing laws and holder of an RSA certificate • Strong Microsoft Office knowledge • Experience in hotel style property management systems eg Opera, StarRez etc an advantage. • Demonstrated ability to quickly adapt and learn new software packages is highly desirable
<p>General attributes and experience:</p>	<ul style="list-style-type: none"> • Positive and outgoing personality • Ability to give clear direction • Be able to create a positive environment within the College Bar • Strong written and oral communication skills • Demonstrated initiative, with proactive, “can do” attitude • Ability to undertake and complete tasks with limited supervision and/or direction and within time constraints • Ability to balance priorities • Strong interpersonal skills, including building strong and harmonious working relationships • Supportive of the College’s values, purpose and faith tradition
<p>Benefits</p>	<ul style="list-style-type: none"> • Convenient location close to public transport/parking available • Duty meal provided • Ability to contribute to a new start up • Predominately Monday to Friday 9am to 5pm but flexibility will be required during peak operational periods which may include evenings, weekends and public holidays.

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Key working relationships:

Reports to

- General Manager-Hospitality

Strong Working Relationships with

- Director of Operations
- Facilities Manager
- College Caterer
- Financial Controller

Other relationships

- Head of College
- Deputy Head of College
- Dean of Graduate House
- Director of Communications
- Director of Community Development
- Registrar

Dated: September 2018