

- Australia's most iconic sport venue
- Manage hospitality, corporate and event operations

ABOUT SPOTLESS AND EPICURE

Spotless is the leading provider of integrated facilities services across Australia and New Zealand. Spotless provides more than 100 integrated services, with a team of 36,000 exceptional people delivering tailored solutions for over 1,000 clients.

Spotless Food Service operates with market specialisation targeted at specific groups of customers. Hospitality and Retail Catering aligns food and beverage service with either the EPICURE brand or the client's brand, capitalising on the integral role catering plays in enhancing the experience for patrons attending major sporting events, stadiums and conventions and exhibitions.

Cultivating a premium taste in food, beverage and entertaining, EPICURE offers event and function facilities to a broad selection of clientele.

EPICURE prides itself on the delivery of contemporary restaurant quality food, beverage and service for 14 premium venues across the country, some of which include the Melbourne Cricket Club (MCC), Melbourne Town Hall, Zinc at Federation Square, Taronga Zoo Centre, Brisbane City Hall, Adelaide Town Hall and The South Australian Museum, Perth Zoo, nib Stadium and the Perth Convention and Exhibition Centre.

DIRECTOR OF HOSPITALITY EPICURE, MCG

The Melbourne Cricket Ground (MCG) is one of the world's greatest sporting arenas and one of Australia's most significant cultural precincts. It's a place rich in history, where memories are made and childhood dreams come alive. With exceptional facilities, luxurious internal design, and breath-taking views for all patrons, the MCG is an iconic sporting, function and events venue.

The Director of Hospitality is a senior position managing and directing EPICURE's MCG operations and is responsible for leading and developing EPICURE's team of passionate hospitality and event professionals based at the MCG.

The Director of Hospitality is the key person responsible for ensuring a close working relationship with the MCC, building a culture consistent with the MCC's values and most critically, a single team approach with club management and stakeholders. As a leader within the EPICURE business you

- Stakeholder, staff and operational management focus
- Competitive remuneration package

will be responsible for learning and leveraging the mature systems, procedures and assurance that come from the broader EPICURE business that underpin the consistent delivery of customer service at the MCG.

To be considered for this role you will have a distinguished career in hospitality, stadium, corporate and venue management, with a demonstrated commitment to delivering first class food and beverage and customer service, including insights into the world's best practice innovation that enhances customer experience. You will have proven experience in the planning, execution and achievement of Business Plan goals and financial performance whilst actively utilising KPIs to analyse and drive performance across the business. You will be a respected, dynamic leader with proven ability to influence and negotiate with a wide variety of stakeholders whilst managing, mentoring and developing staff to optimise outcomes across whole-of-business with a focus on the health, safety and wellbeing of a diverse workforce.

This is an exciting opportunity to deliver an exceptional hospitality experience within Australia's most iconic sporting venue!

KEY ACCOUNTABILITIES

The Director of Hospitality will be responsible and accountable for the following:

Operations

- The creative input to all food and beverage activities working with relevant managers and stakeholders to achieve optimal business performance
- Lead a dynamic team to deliver a wide scope of food and beverage offerings including:
 - Retail food
 - A La Carte restaurants
 - Corporate functions
 - Conferencing
 - Social events
- Work closely with the senior leadership team and respective managers to ensure the venue is operating to its required standards and meeting stakeholder and exceeding customer satisfaction
- In close collaboration with the Director of Sales, drive and grow the non-match day functions and events

KEY ACCOUNTABILITIES (Continued...)

Financial accountability

- Work with the commercial business partners drive the commercial strategy to maximise profit
- Report and present monthly to the sector General Manager Financial Performance
- Weekly forecasting of financial returns
- Labour management and forecasting
- Create a culture of Business Unit Ownership and financial accountability

Maintain the brand of EPICURE

- Develop and maintain a deep understanding of current food trends and incorporate appropriate elements into the business
- Development of food and beverage concepts to ensure the MCG remains a leading events and conferencing venue

Management Development

- Provide direction and leadership across the business
- Build and foster a culture of professional behaviours that will enable a productive and positive working environment
- Develop current and future managers by encouraging planning, leadership and pro-activity throughout the venue
- Commitment to the Performance Planning and appraising process
- Foster a culture of feedback and goal re-setting across venue

Compliance

- Adhere to at all times Spotless' Compliance policies
- Ensure best practice in accredited HACCP program

Stakeholder Management

- Build a positive and professional relationship with all key stakeholders of the MCC
- A mature and flexible approach to manage stakeholders is critical

Zero Harm

- Adhere to Spotless "10 Cardinal Rules"
- Define and model safety leadership behaviours including demonstrating due diligence in managing workplace health and safety risks and risks to environmental sustainability
- Demonstrate individual commitment by proactively leading and participating in best practice safety and return to work initiatives
- Demonstrate zero tolerance of unsafe work practices

- Monitor safety performance and strive for continued improvement in safety outcomes
- Engage people in creating and maintaining safe and healthy work environments that support and promote physical and psychological wellbeing and environmental sustainability

Delivery

- Lead and drive to achieve best practise and innovation in the delivery of food and beverage solutions
- Create and develop services and policy to align with the MCC's hospitality strategy service delivery outcomes
- Maintain an intermediate knowledge of the Victorian and Australian Conferencing and events market
- Conduct regular reviews against plan and budget, taking action required to ensure financial objectives achieved
- Advise team members on financial, technical, and operational matters as required, represent the fiscal position as required
- Drive a culture of sustainable cost management
- Ensure cost savings, efficiency and productivity maximised and improved year on year

Relationships

- Manage the work performance of self and direct reports to ensure objectives and milestones are achieved
- Provide "leadership by example" to the whole team, demonstrating personal behaviours that uphold Spotless values
- Retain / develop key talent and drive a high performing engaged workforce, develop operational flexibilities within the team
- Ensure team's capabilities are appropriate to achieve business goals, identify resource and skill gaps and develop strategies to bridge gaps
- Ensure team members have role clarity (including responsibilities and reporting lines) and clear, current, and measurable goals and objectives
- Regular team briefings, 1:1 coaching and performance development plans in place for all direct reports
- Assure competency of staff through strategic recruitment of key individuals, providing training programs for existing staff and pursue internal inter-office transfers of staff with key technical skills
- Encourage an environment of sharing knowledge and ideas to ensure continuous improvement within the team
- Keep up to date professionally about operational and leadership practices

DIRECTOR OF HOSPITALITY EPICURE, MELBOURNE CRICKET GROUND

KEY ACCOUNTABILITIES (Continued...)

Thought Leadership

- Actively seek ways to improve work efficiency and identify areas where opportunities for business improvements can be realised through innovation
- Active participation in quality improvement initiatives
- Continuous improvement identification and implementation approached pro-actively
- Undertake formal and informal workshops, seminars and other development opportunities for professional growth and improving service delivery

KEY RELATIONSHIPS

Reports to: General Manager Hospitality and Soft Services

Internal

- General Manager Hospitality Development
- Head of Hospitality Centre of Excellence
- Director of Sales
- Spotless Corporate Support

External

- Melbourne Cricket Club and its sporting sections and interest groups
- The AFL
- AFL Clubs
- Cricket Australia
- Promoters
- Professional Conference Organisers (PCO's)
- Major Suppliers

SELECTION CRITERIA

In addition to demonstrating **relevant experiences across the core functional areas of responsibility identified in this Position Overview**, candidates applying for the Director of Hospitality role will require a range of personal and professional skills, including:

Qualifications and Experience

- Relevant tertiary qualifications
- Significant experience as a Senior Manager in business, hospitality or venue management
- A strong understanding of the hospitality industry and a proven track record of success in a customer centric environment
- Previous senior experiences in a customer facing or event/hospitality services role
- Experience in the planning, execution and achievement of Business Plan goals

- Financial Management experience including budgeting, revenue forecasting, stock management and reporting
- Experience in writing business reports against KPIs
- National Criminal Records Check

Personal Attributes

- People focused - a leader, motivator, team builder and team player. Comfortable in coaching and mentoring roles
- Positive outlook with strong interpersonal skills
- Resilient - flexible, approachable and diplomatic, able to deal comfortably with a range of issues, including client complaints and criticism
- Comfortable engaging with stakeholders and building sustainable, meaningful relationships
- Strong business acumen. Able to think and act strategically. Able to plan and implement plans
- An ability to articulate, build and implement consistent standards for venue services, activities and programs. A drive and passion for excellence and quality service
- Excellent time management skills and high attention to detail
- Good initiative, energy and enthusiasm
- Flexible approach to working hours

HOURS OF WORK

This is a salaried position operating in a dynamic service environment. As such operational conditions and client demands will dictate hours of work. The Director of Hospitality is expected to be on duty for the majority of match days including evenings and weekends.

LOCATION

The Director of Hospitality is based at the Melbourne Cricket Ground, East Melbourne, in a well-equipped, modern office.

REMUNERATION GUIDE

An attractive remuneration is available for this role, negotiable depending upon skill level and experiences. At the time of applying candidates are invited to indicate their current salary and salary expectations. This role is able to take part in the Spotless' Short Term Incentive Scheme.

Candidates are invited to discuss their salary expectations with Sportspeople Recruitment prior to applying.

RESIDENCY AND IMMIGRATION

Given the profile of the role and responsibilities, applications from non-residents will be considered.

DIRECTOR OF HOSPITALITY EPICURE, MELBOURNE CRICKET GROUND

WEBSITE AND SOCIAL MEDIA

For more information and news items on all facets of business activities, services and programs visit:

Spotless website: www.spotless.com

EPICURE website: www.epicure.com.au

Facebook: facebook.com/EPICURE.FINE.CATERING

Instagram: instagram.com/THEEPICUREFOODIES

Twitter: twitter.com/epicurefoodies

LinkedIn: linkedin.com/company/epicure

TIMELINES

Final interviews and the appointment of the Director of Hospitality are scheduled for May, 2019. The successful candidate would be expected to commence duties as soon as possible.

The Sportspeople Recruitment Application Form contains specific questions regarding your availability.

PLEASE APPLY NOW TO AVOID MISSING OUT!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately. **If you are intending to apply, please do so now** to avoid missing out on this opportunity.

Preferred Format: Candidates must complete and submit the **Sportspeople Recruitment Application Form** at the time of applying. The Form is available as a download at the Sportspeople Jobs Market listing for this role and contains questions against which we require your specific response prior to considering your application. Sportspeople Recruitment prefers a 2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

APPLY TO

Your application should be sent electronically to jobs@peoplerecruitmentgroup.com with the subject identifier of the email to be formatted as follows:

190305-01 Director of Hospitality EPICURE, MCG <<Your Name>>

ENQUIRIES

The Director of Hospitality recruitment assignment is being managed exclusively by **Sportspeople Recruitment**.

In the first instance general enquiries should be directed to Robert McMurtrie on 0413 838 464, FREECALL AUSTRALIA 1800 634 388 or +61 2 9555 5000.

Sportspeople Recruitment is a specialist division of People Recruitment Group.