**POSITION TITLE: Weekend Supervisor**

**DIVISION/BRANCH: Conference Centre Division**

**LOCATION:** Port Hacking Conference Centres

**REPORTS TO:** Guest Relations Coordinator

**AWARD/CLASSIFICATION:** Hospitality Industry (General) Award 2010, Level 4 - Casual **INTERACTIONS:** **Externally:** Guests

 **Internally:** Guest Relations Team, Catering Team, Conference Centre Stakeholders

**EMPLOYMENT TYPE:** Casual (Friday to Sunday, some public holidays included)

**DATE EFFECTIVE:**  January 2023

**APPROVED BY:** Head of Conference Centres

**ANGLICAN YOUTHWORKS**

Youthworks is chartered by ordinance to assist the Sydney Anglican diocese in its ministry towards children, youth and families with the freedom to serve beyond this field (both denominationally and geographically). Youthworks therefore seeks to serve youth directly, as well as through the institutions where they may be found, namely in families, churches and schools. It fulfils this through its vision, mission and values as stated on our [website](https://www.youthworks.net/about/mission-values).

**Youthworks Conference Centres**

Youthworks Conference Centres provide a place of temporary community for groups for relational and personal growth. We are intentional partners to schools, churches and like-minded community groups through networking, collaboration and facilitation of Word ministry. We are providers of outstanding venues in amazing locations and Christian hospitality. We believe our interactions with our guests and each other are opportunities to promote and proclaim the gospel.

**POSITION PURPOSE**

The Weekend Supervisor is responsible on weekends for hosting guest groups and overseeing Youthworks’ Guest Relations team members, to deliver high quality and professional service to our guests, as well as liaising with other Youthworks departments.

**POSITION RESPONSIBILITIES**

*Service Delivery – Guest Relations*

* Manage high quality guest-centered service that achieves a pleasant experience for guests and promotes Youthworks in a positive way
* Conduct yourself professionally and with a high level of service to guests
* Stock guest services inventory appropriately and as required
* Ensure that all guest services related items are stored properly and maintained to appropriate standards
* Ensure that the Centre(s) are properly prepared and ready for each in coming group and reset after each groups visit
* Ensure that meal service is provided to guest groups in a timely fashion including liaising with catering staff in regards to meal portions and service of special dietary meals. Where appropriate meal service also includes oversight and instruct to the meal service volunteers

*Service Delivery – Hosting of Guest Groups*

* Hosting of all guest groups on the property, providing assistance as required
* Welcoming in guest groups on arrival and ensuring the centre/s are ready for arrival
* Conducting departure checks of centre/s on departure days and ensuring centre/s are secure

*Service Delivery – Upkeep of applicable areas*

* Responsible for the daily upkeep and general cleanliness of all general areas so as to provide smooth day to day operation of the Centre(s)
* Responsible on weekends for the upkeep and general cleanliness of all guest relations related areas such as but not limited to hospitality storage areas, centre kitchens, dry stores, etc

*People*

* Answer, report and follow the guest relations coordinator, or delegate, instructions
* Ensure weekend staff conduct themselves professionally in accordance with the Youthworks values and behaviors
* Monitor the performance of weekend staff and make improvements where required
* Delegate tasks to appropriate weekend staff and ensure they are completed
* Complete weekly report and forward to appropriate coordinators on completion

**Employee responsibilities**

* Attend any applicable Youthworks training
* Adhere to Youthworks policies and procedures
* Keep abreast of industry knowledge, initiatives and changes for continuous improvement in service delivery
* Perform additional duties within skill set as required from time to time
* Comply with Youthworks standards as well as industry regulations and safety standards
* Contribute to the improvement of the policies and procedures
* Ensure all relevant reporting occurs promptly, is enacted as needed and filed accordingly
* Model Christian behavior in all aspects of the role
* Work autonomously and effectively in a ministry environment where it is important that time is used efficiently, honestly and resourcefully
* Be an active team member participating in team meetings and devotions, and be an active member of the Youthworks community
* Demonstrate continual commitment to Youthworks’ Mission
* Work consistently with the values and ethos of Youthworks as a Christian employer

**SKILLS, KNOWLEDGE AND EXPERIENCE (SELECTION CRITERIA)**

**Essential**

* Excellent organizational and time management skills with the ability to multitask and to be flexible to reflect changes in priority
* Well-developed written and verbal communication skills with a focus on providing strong customer service
* Team management experience
* A systematic and focused approach to tasks with a strong attention to detail
* An ability to work with a wide range of staff to achieve effective outcomes
* Strong work ethos
* Willingness to work within an Anglican organisation
* Commitment to work with Youthworks mission
* Verified and Cleared Working With Children Check number for paid employment

**Desirable**

* Personal Christian faith
* Hospitality or customer service experience
* Hospitality qualifications

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| **Acknowledgement** | **Employee** | **Supervisor** |
| I understand and accept the responsibilities as outlined in this role description. | Signature:Date: | Signature:Date: |