

Role Description

Event Hospitality Specialist



An Initiative of  
Sutherland  
Shire Council



Company	The Pavilion: Performing Arts Centre Sutherland Ltd
Location	Sutherland Shire NSW
Award	Local Government (State) Award 2023
Employment Type	Full-Time, Ongoing, (35 Hours Per Week)
Date of Approval	21 February 2025
Company Website	<a href="http://www.thepavilionarts.au">www.thepavilionarts.au</a>

COMPANY OVERVIEW

The Pavilion Performing Arts Centre Sutherland Ltd is a not-for-profit company limited by guarantee under licence from Sutherland Shire Council. The Pavilion is constituted as a charitable institution established to promote cultural activities and arts in the Sutherland Shire local government area including the management and operation of The Pavilion and the Sutherland Arts Theatre.

The Pavilion Performing Arts Centre Sutherland Ltd. is responsible for the management and operation of two sites: **The Pavilion** located at 30 Eton St, with an auditorium capacity of 686 and a total venue capacity of 1050, and **Sutherland Arts Theatre** located at 25 East Parade, with a capacity of 160 patrons. Between its two venues The Pavilion is host to over 300 events as part of its yearly program and welcomes more than 80,000 visitors annually.

PURPOSE OF THE ROLE

The Event Hospitality Specialist is responsible for overseeing the bar services at The Pavilion and Sutherland Arts Theatre, ensuring the delivery of exceptional food and beverage experiences for patrons during events and performances. This role involves strategic leadership, management of casual staff and suppliers, and operational excellence in bar operations, supplier relationships, staff recruitment and training, and adherence to liquor licensing and health and safety regulations. The Event Hospitality Specialist will drive improvements to systems, processes, and customer service, contributing to the overall success of the venue’s hospitality offerings.

KEY ACCOUNTABILITIES

Food & Beverage Operations and Service

- Lead the setup and operation of food and beverage services across events, ensuring efficient setup, high-quality service, and smooth customer experiences.
- Oversee the point-of-sale systems, ensuring accurate transactions and smooth operation during events.
- Ensure the bar areas meet all operational standards, including stock levels, cleanliness, and service procedures.
- Coordinate beverage partnerships and sponsorships, fostering relationships with suppliers and brands to secure favorable deals and increase revenue opportunities.
- Manage supplier relationships for food and beverage and bar-related products, ensuring timely ordering, delivery, and quality control.
- Collaborate with third-party catering suppliers to ensure seamless integration of food offerings and beverage services during events.

Staff Recruitment, Training, and Leadership

- Recruit, train, and lead a casual team, delivering food and beverage and customer services, ensuring a motivated, knowledgeable, and customer-focused workforce.
- Develop training programs for bar staff on service standards, health and safety, and venue-specific procedures.
- Monitor customer service team performance and provide ongoing feedback, coaching, and support to improve individual and team effectiveness.

Safety & Compliance

- Ensure compliance with all liquor licensing laws and venue-specific policies, including the Responsible Service of Alcohol (RSA) standards.
- Oversee the health and safety requirements for bar operations and food preparation, ensuring bar operations meet The Pavilion’s health and safety policies, safe practices when handling equipment, stock, and patrons.
- Conduct risk assessments and contribute to the development of risk management plans for bar operations at events.



Event Activation and Planning

- Lead the planning and activation of temporary events or pop-up bars as required, ensuring effective logistics, staffing, and stock management.
- Collaborate with the event management team to ensure customer services meet the specific needs of each event or performance.
- Contribute to the development of event-specific menus, front of house activations promotional strategies to enhance the guest experience.

Budgeting and Reporting

- Contribute to the budgeting and forecasting for front of house and bar operations, ensuring that expenses are managed, and financial targets are met.
- Develop and manage reports on bar performance, sales, and customer satisfaction, ensuring continuous improvement.
- Track and monitor key performance indicators (KPIs) for the bar, providing regular updates to senior management.

KEY CHALLENGES

- Managing the dynamic nature of bar operations in a performing arts venue, where event timelines and audience demands can change rapidly.
- Balancing the need to deliver exceptional customer service while adhering to operational and financial constraints.
- Ensuring customer service teams remain motivated and properly trained while managing a high volume of casual workers during peak event times.
- Addressing and resolving any issues related to suppliers, stock shortages, or customer service complaints.

KEY RELATIONSHIPS

WHO	WHY
INTERNAL	
Reports To	
Operations Manager	Receive direction in relation to the organisation’s priorities and act upon directives issued. To provide regular operational updates and reports, and to seek guidance on matters of concern.
Direct Reports	
Front of House Staff (Casual)	Lead during events to ensure the delivery of high-quality service to customers and adherence to standard operating procedures, standards of conduct, presentation and performance.
Works With	
Other Event & Operations Staff	To coordinate the seamless delivery of bar services with overall event logistics and collaborate and the development of event specific activations.

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#### EXTERNAL

Beverage Suppliers and Sponsors	Foster and manage relationships to develop beverage partnerships and ensure timely stock deliveries.
Catering Suppliers	Ensure smooth coordination and integration of beverage services with food offerings during events.
Licensing Authorities	Ensure compliance with local licensing regulations and maintain up-to-date licenses and certifications.
Venue Patrons	Provide an outstanding customer experience and resolve any service-related issues as they arise in line with The Pavilion's Customer Service Charter.

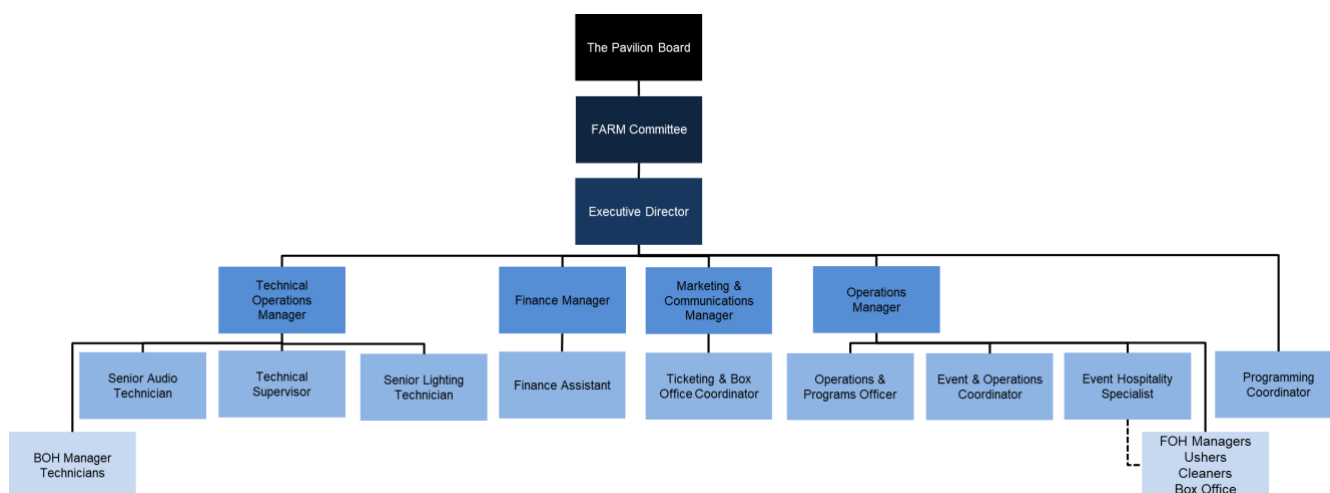
## ROLE DIMENSIONS

### DECISION MAKING

This position has autonomy over day-to-day decisions related to bar operations, staffing, stock management, customer service and financial decisions within their department and within their set delegation level.

This position is required to consult with the Operations Manager on decisions that are of a strategic nature; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits.

### REPORTING LINE



## ESSENTIAL REQUIREMENTS

### Industry Experience

- Experience in bar or hospitality management, preferably in a performing arts or live event venue.
- Proven experience in managing bar operations, including point of sale systems, stock control, and event-specific beverage services.
- Strong knowledge of beverage trends, supplier relationships, and developing beverage partnerships.
- Ability to manage multiple suppliers and maintain high standards of product quality and service.
- Understanding of liquor licensing regulations and health and safety requirements.

### Team Management

- Demonstrated experience in recruiting, training, and leading casual staff.

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- Strong leadership skills with the ability to motivate and guide teams to success.
- Effective communication skills to ensure clarity and cohesion in a fast-paced environment.

#### Personal Qualities

- Excellent attention to detail and the ability to maintain high operational standards.
- Strong organisational skills with the ability to handle multiple tasks simultaneously.
- A proactive problem solver with the ability to anticipate and resolve challenges before they arise.
- Flexible with working hours, including evenings and weekends, to accommodate event schedules.
- Physical fitness, including the ability to lift items up to 20kg.

#### Credentials

- Current First Aid and Provide CPR certificates.
- Current Working With Children Clearance.
- Current Responsible Service of Alcohol Competency Card.

### PREFERRED SKILLS

- Experience in beverage partnership development and sponsorship management.
- Experience with event management and customer relations, preferably in a performing arts or live event venue.
- Approved Manager Licensee Accreditation (Liquor License).
- Class C Driver's License.

### EMPLOYMENT CONDITIONS

#### Employment Type:

Full-Time (35 hours per week).

The position may require flexibility to work across weekends and public holidays where required.

All roles include superannuation at the current superannuation guarantee rate.

#### Enquiries:

Please submit enquiries to [recruitment@thepavilionarts.au](mailto:recruitment@thepavilionarts.au)

#### Applications:

Please submit a one-page cover letter that addresses each of the Essential Requirement categories (Industry Experience, Team Management, Personal Qualities, Credentials) along with your CV via Seek, or LinkedIn.

*Please note, suitable candidates are subject to pre-employment screening which includes Reference Checks, Work Rights Verification, and may also include Criminal History, Qualification Verification and Working with Children Check for paid employment. Employment is subject to the clearance of these checks.*