

Hospitality Manager (Brisbane)

Updated 09/18

Position:	Hospitality Manager (Brisbane)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, City General Manager - Brisbane
Start date:	October 2018
Probationary period:	6 months from original start date
Location:	Clubhouse (City)
Employment type:	Permanent full-time
Ordinary hours of work:	Hub cafes and serviced meeting spaces operate from 7.30am to 5.00pm Monday to Friday, and are available for evening events. With ultimate operational responsibility you are expected to support the operations as required. You are also required to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 1500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B-Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

The purpose of the role:

The Hospitality Manager is responsible for the efficient daily operation, ongoing innovation and financial performance of our cafes and serviced meeting spaces in Brisbane.

The primary purpose of this role is to ensure the delivery of consistent industry-leading hospitality experiences to every guest across our clubhouses through alignment to national systems and processes, inspiring hands-on team leadership and development, constantly evolving the F&B product offer and championing our hospitality product in the Clubhouses.

The role also drives and owns the financial performance of our city hospitality operations through supplier relationship building and pricing negotiation, effective and active cost management, waste minimisation and ongoing revenue growth strategies.

Key Areas of Responsibility:

Operational & Member Experience

- Responsibility for delivering consistently outstanding hospitality experiences to each and every guest at each clubhouse in your city, every day
- Ownership of the cafe and serviced meeting spaces to ensure daily operational alignment to national hospitality standards, policies and procedures
- Liaise with external clients and members and coordinate the delivery of non-standard venues bookings and events
- Responsibility for the provision and coordination of member and external events in the cafe areas, and assistance with Clubhouse member programming in these areas
- Maintaining superb and robust operational systems for the smooth, efficient and profitable operation of your clubhouses everyday in alignment to national standards
- Accurately maintain the POS system for your cafes, including sense-checking daily transactions ad hoc for issues and validating daily sales through reporting
- Working with the Clubhouse Manager, resolve all customer complaints in a timely fashion
- Maintain the physical hospitality environments - ensuring exceptional attention to detail, fully operational equipment, furniture and furnishings and communication with the property team on any issues
- Maintain an effective functional relationship with the Clubhouse Manager and as a key member of clubhouse team, and ensure ongoing integration of the hospitality team
- Maintain an effective and functional relationship with the member experience and marketing team to ensure that all aspects of the cafes and venues are delivered

on-brand and drive cafe and serviced meeting marketing initiatives (i.e. weekly digest) in line with strategy, standards and targets

Financial

- Ownership and responsibility for the revenue, direct cost and related expense lines of cafes, serviced meetings and catering in the clubhouse budgets, including monthly reporting on P&L results and discrepancies against budget if required
- Actively driving revenue to the cafe, serviced meetings and catering operation
- Completing detailed CAPEX requests as required
- Ensuring the ongoing accuracy of invoices against agreed pricing terms - including sense checking and approving payments for all monthly supplier invoices for cafe and catering purchases
- Review weekly reporting of and responsibility for sales, cost and operational metrics against targets, including rolling out operational initiatives to drive results in underperforming areas. Including reporting as required for monthly leadership meetings
- Ensure all accounting timeframes are achieved, and ad hoc requests are responded to in a timely manner from internal and external parties

People Leadership & Development

- Overall city hospitality team leadership - including recruitment following prescribed processes with input from the HR Manager, City GM and/or Head of Member Experience, performance management and regular structured WIPs/PDs with your team
- Oversee all hospitality education at a city level, coach the hospitality curriculum and champion the adoption of a hospitality mindset throughout the clubhouse front-line
- Inspire all hospitality team members to meet prescribed service standards through your exceptional work ethic, one-on-one coaching and both internal and external training
- Plan and run effective and engaging monthly regional hospitality team training and building sessions
- Live and breathe our values; Collaboration, Adaptability, Resourcefulness, Accountability and Beyond Profit.

Innovation & Supply Chain Management

- Own, constantly innovate and evolve the cafe product range and pricing in alignment to national hospitality standards and guidelines
- Drive product innovation every day - seek out, grow and maintain collaborative relationships with local F&B supply partners that deliver on Hub's brand, operational and financial requirements
- Maintain an overview of local and global market trends, and constantly seek to innovate in all aspects of the cafe and serviced meeting space operation
- Participation and input in national strategy and planning sessions to help continue to innovate and shape the national hospitality product offer

Statutory Compliance

- Ensure all cafes and clubhouses in your city operate in line with best practice OH&S operating procedures, maintain accurate records, ensure team training and champion OH&S on a daily basis
- Own and complete all administrative and operational requirements to ensure ongoing full compliance with local body statutory requirements - including but not limited to food premise registration
- Coordinate all required liquor licensing requirements for the clubhouses in your city

Selection Criteria:

- 7+ years hospitality management experience at a General or Operations Manager level or equivalent role under your direct guidance
- Experience and proven success in multi-site (across more than one physical location) hospitality management
- Strong experience in team leadership and a genuine passion and demonstrated success in training and development - both team and individual
- Strong financial acumen and experience in managing, analysing and reporting on P&L performance across revenue and direct expense lines
- Proven experience in cost of goods engineering, monitoring and reporting
- Strong supplier relationship building and ongoing management experience, including pricing and product negotiation
- Have a hands-on attitude to your role - always leading from the front line
- Fresh, fun attitude with a passion for hospitality and creating memorable experiences for our members!

Important metrics for this position:

- Consistently meeting or exceeding key financial performance indicators across each hospitality operation in your city including;
 - Total hospitality revenue across clubhouses against budget (*50% weighting for performance pay*)
 - Cafe COGS percentage within budget (*50% weighting for performance pay*)
- Member and internal Hub team feedback, including but not limited to the areas of;
 - Service and engagement
 - Consistency and speed of preparation
 - Product range and innovation
 - Post-booking feedback from serviced meeting spaces and events
 - Complaint resolution
- Ongoing full compliance with all OH&S and statutory obligations
- City hospitality team engagement and tenure, and general positive engagement with the Clubhouse teams
- Participation and progress towards impact initiatives
- Hub NPS or other equivalent metric related to hospitality

What you'll be rewarded with:

- Be a key member of an energetic, dynamic and fun national team who stands for more than their bottom line
- Be part of a B-Corp certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world
- A personalised training and professional development program to grow your skills and career
- Be supported to make social and environmental impact with paid volunteer leave each year
- Biannual company-wide conference – these are a lot of fun!

All this while working in one of Hub Australia's beautiful workspaces!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with Hospitality Manager (Brisbane) in the headline.

We look forward to hearing from you.