

## Hospitality Lead (Hyde Park/Customs House)

Updated: January 2019

<b>Position:</b>	Hospitality Lead (Hyde Park/Customs House. Two roles available)
<b>Organisation:</b>	Hub Australia Pty Ltd
<b>Reports into:</b>	Hospitality Manager Sydney, Hub Australia
<b>Start date:</b>	July 2019
<b>Probationary period:</b>	6 months from original start date
<b>Salary band</b>	C
<b>Location:</b>	Hyde Park/Customs House
<b>Employment type:</b>	Permanent full-time
<b>Ordinary hours of work:</b>	Our operational hours are between 07:00 and 16:00. Your manager will discuss your standard working hours with you.
<b>Salary:</b>	To be discussed at interview stages.
<b>Phone allowance:</b>	\$100.00 per month
<b>Leave entitlements:</b>	As per the Hub Australia 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 organisations, with over 2500 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.

**Role Purpose:**

The purpose of this role is to deliver truly exceptional hospitality experiences to our members and their guests by leading a high performing, professional team, following all prescribed service standards and constantly seeking to go above and beyond for every guest.

**Key Areas of Responsibility:**

- Ensure we go above and beyond for every guest we serve; always look for opportunities to surprise and delight, deliver true 'lovemarks' and make loyal customers out of every single customer
- Lead and motivate the hospitality team in ensuring all prescribed service standards, policies and procedures are followed at all times and respond to productivity issues efficiently as required
- Coordinate and deliver consistently amazing serviced meeting, events and catering experiences following all Hub service standards, policies and procedures
- Undertake initial and ongoing training with the hospitality team as required to ensure exceptional service is consistently delivered and we're constantly growing our team's capabilities
- Oversee stock and loose items management; maintain efficient operational stock levels, minimise and record wastage and breakages, coordinate ordering and liaison with suppliers, process daily invoices, and stocktake as requested
- Develop and maintain outstanding relationships with all Hub members and guests to ensure we deliver truly outstanding hospitality experience - every guest, every time
- Work proactively and motivate the team to meet and exceed all hospitality revenue and cost targets every day
- Maintain excellent functional relationships with suppliers to ensure products are delivered as specified, on-time and as required by the business
- Oversee cleanliness and organisation of the serviced meeting spaces and café areas by maintaining the daily and weekly cleaning checklist, ensuring tasks are carried out by the team to the level required, and all areas look outstanding every day
- Communicate maintenance, safety and equipment issues to your manager immediately as they arise and follow through until completion
- Ad-hoc and regular reporting to the Hospitality Manager – Sydney

**In addition to your role leading the café team, key tasks for all café team members are;**

- Making consistently amazing coffee that even the most discerning customer would enjoy, and always going above and beyond to impress our members and guests
- Looking after our members and guests in following all prescribed Hub service standards, policies and procedures at all times
- Getting to know each of our members, their name and their favourite coffee
- Following all Health & Safety policies and procedures, legislation, standards and at the direction of your leader
- Maintaining an overview of stock levels, and advising your leader as required for stock ordering
- Keeping on top of industry and café trends and offering suggestions to continuously improve our offer

**Outcomes that we measure you by: (Important Metrics):**

- Happy members (as measured through member surveys)
- Hospitality revenue against budget
- Daily product wastage against budget
- Ensuring internal waste percentage is in line with current policies and BCorp certification criteria

Important metrics shall be subject to periodic review. As the company continues to grow and expand, the needs of this role may change with it, such amendments will be added in agreement with you and in accordance of the Act.

**What you'll be rewarded with:**

- Being a key member of an energetic, dynamic and fun national team who stand for more than their bottom line
- Being 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

- Having access to a personalised training and professional development program to grow your skills and career
- Being supported to make social and environmental impact with paid volunteer leave each year
- An invitation to our biannual company-wide conference, where you will meet all your teammates from across the country and have a lot of fun!

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

**To apply, please send a copy of your resume and cover letter to [joss@hubaustralia.com](mailto:joss@hubaustralia.com) with Hospitality Lead (HP/CH) in the headline. We look forward to hearing from you.**