



POSITION DESCRIPTION

JOB TITLE	Operations & Logistics Officer
BUSINESS UNIT	UNE Life Events & Catering
REPORTING TO	Event, Food & Beverage Manager
LOCATION	Armidale
AWARD COVERAGE	Award Free
DATE	November 2024

PURPOSE OF THE POSITION

With a focus on service excellence, the Operations & Logistics Officer at UNE Life orchestrates the seamless and professional execution of catering services, directly contributing to UNE Life's strategic goals. This role demands proactive engagement with both internal and external stakeholders to ensure cohesive and flawless delivery of catering services.

The officer is hands-on in facilitating all operational aspects of catering including the booking process, setup, delivery and pack down, adhering strictly to health and safety standards and budget constraints. Key responsibilities include assisting general food & beverage and event operations, overseeing various administrative processes and assisting with feedback coordination to refine and enhance service delivery.

This role ensures the delivery of exceptional and memorable experiences, fostering improvements across all facets of UNE Life Events & Catering.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:



- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Liaise with external (clients, suppliers, service providers and other key contacts) and internal stakeholders as required to ensure integration, synergy and accurate execution for all catering.
2. Maintain a hands-on approach with end-to-end facilitation required for operations and logistics of all catering set-up, execution, transportation and pack down, ensuring compliance with health and safety regulations and UNE Life policies.
3. Assist with client catering budgets, ensuring all activities are completed within the allocated budget.
4. Assist in coordinating and maintaining event and catering database.
5. Oversee administrative processes within the event and catering area, including managing catering quotes, event and catering reconciliations, deposits and processing invoices.
6. Oversee administrative process within the food and beverage area, including entering invoices into designated software, reconciling invoicing and payments and ordering stock with pre-determined vendors through selected portals.
7. Assist in coordinating post event and catering follow up feedback.



Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RELATIONSHIPS

External Stakeholders

- Suppliers
- Clients
- Service Providers
- Contractors, etc

Internal Stakeholders:

- UNE Colleagues
- UNE Life Colleagues

SELECTION CRITERIA

1. Relevant Tertiary qualifications and/or equivalent experience.
2. Highly developed IT skills, including Word, Excel and other MS office programs, database management, and foundational knowledge of IT hardware as it relates to event management.
3. Demonstrated interpersonal, negotiation, listening and communication skills with the ability to develop and maintain networks and contacts and relate to stakeholders from diverse backgrounds.
4. Excellent organisational skills including the ability to assess priority of tasks, manage workload and meet multiple or conflicting deadlines, both collaboratively and independently.
5. Demonstrated ability to apply innovative thinking to develop options, critically evaluate alternatives and implement solutions to issues.
6. Demonstrated ability to be flexible, to work proactively and cooperatively in a small team and to build productive working relationships.
7. Must always be well presented, have a great work ethic and the ability to perform well under pressure with a positive can-do attitude.

SPECIAL REQUIREMENTS

- Maintain a current NSW Driver's License and have the ability to travel between sites as required
- Maintain a current NSW Responsible Service of Alcohol (RSA)
- Maintain a current Food Safety Certificate



POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

