

The position of ASPCC Convention Centre Manager is responsible for and overseeing the day-to-day operations. Ensuring the delivery of high-quality events and customer service. To lead and enhance the organisation's performance and the capability of the convention centre staff.

I have these skills:

- To look and listen to understand
- Eagerness to learn
- Inclination to assist
- Integrity
- Optimism/open mindedness
- Work ethic
- Positive communication – negotiation skills
- Social & team contributor
- Cultural awareness
- Attention to detail

WHAT - Experience and competency I have

- Completion of hotel management, project / events management accreditation
- Knowledge of food & beverage operational delivery
- Departmental policies and procedures
- Minimum five years in event coordination
- Previous customer service experience
- Previous banquets operations experience
- Strong marketing and leadership skills
- Proven sound planning and financial management skills
- High level of computer literacy
- High standard of written and oral communication skills
- Proven project management abilities
- Knowledge in fair work laws
- Ability to build client relationships with providers and the local community
- Outstanding time-management and organisational skills
- Fast computer typing skills with MS Office systems – Excel, PowerPoint, Word
- Motivated to learn new skills and techniques
- Strong people relations, listening, cultural awareness and negotiation skills
- Ability to perform under pressure, fast-paced environment, taking the initiative, prioritizing, working collaboratively
- Budget-management experience
- Smart and tidy, in appearance
- Flexible, reliable, and responsive to a range of work situations
- Confident public speaking skills
- Driver's licence

WHY - I do what I do

- I am passionate about serving people and enhancing their individual and team potential to drive quality business outcomes
- I believe that exceptional customer service is our choice every day
- I enjoy a great environment and have a good time at work
- I ensure fellow employees are treated with respect, fair pay, value and honesty
- I recognise that profitability is fundamental to our future business success
- I am dedicated to consistency and detail
- I set priorities, meet deadlines, and manage time effectively to benefit our department and the business as a whole because I am highly organised with strong collaboration skills
- I deliver high-quality, courteous and informative customer services

HOW - I do what I do

- Uphold and maintain Lasseters Strategic Mission Statement, core Values that include Fair work
- Improve the skill sets of all personnel and to assist the development of service staff in line with the Company mission statement
- Regular liaison with the F&B - Convention Centre Executive Manager Lasseters Hotel Casino
- Ensure cost-effective practices
- Ensure the profitability of Alice Springs Convention Centre
- Maintain staffing levels and costs in line with projections and budgets
- Responsible for staff rosters
- Liaising with Sales Executive team of ASPCC
- Assist the Convention Centre Manager in the development of reports and submissions as required, for example, Risk Management Reports
- Consulting with operation supervisors concerning setup and service requirements.
- Inspection of the quality of food & beverages.
- Liaising directly with the audio-visual contractor regarding all audio-visual requirements.
- Liaise with system providers to ensure events and programs meet expectations and operational requirements.
- Ensure that event details are clearly communicated to all parties professionally and on time.
- Organise and conduct Convention Centre familiarizations and client appointments.
- Meet and greet event organisers on arrival and conduct handover meetings for assigned events.
- Attend regular sales meetings ensuring all traces and leads are followed up by this time.
- Liaise daily with co-workers.
- Ensure working hours are flexible to cater for the needs of events.
- Attend to all staff requests quickly and efficiently, actively seem and connected to people and culture
- Work collaboratively with Iris venue Managers

We offer you

- Flexible working arrangements to support work - life balance
- Staff benefits, health club, 25% discount on food and beverages across Lasseters Operations
- Meals provided while you are on eligible shifts
- Uniforms are provided and laundered
- Professional development, training, and career advancement
- IHG Employee Benefit Program Membership
- Staff & family social events
- Potential discounted staff accommodation *settling in period*

