

**SIRROMET**

LIFE • STYLE • WINE ®

## **OPERATIONS MANAGER**

This is a new management role based at QLDs Premier Winery, Sirromet Wines, Mt Cotton QLD.

Sirromet Wines, located at Mount Cotton, is Queensland's premier winery, situated a short drive from both Brisbane and the Gold Coast. With over 400 national and international wine awards, and a string of prestigious restaurant and tourism awards, we are fast becoming one of the best wineries in the world.

The focus of this role will be to drive the continuous improvement in company operations, facilities and services and it can be achieved by:

- Continually seeking improvements in operational procedures and reoccurring business activities throughout and across food and beverage, administration, sales and marketing and production functions.
- Ensuring site security and presentation is at the highest standard to compliment the brand and to enhance the customer experience.
- Regularly monitor and review all contracts and services pertaining to the operations of the business to ensure they are effective, efficient and economical.
- Ensuring compliance on various legislation affecting the operations, such as Liquor Licensing, Workplace Health and Safety and Building and Fire.
- Promoting a culture and mutual understanding amongst all team members of the work standards and expectations, ensuring everyone is an Ambassador for Sirromet Wines and always supports and works by the Sirromet Wines 'Pursuit of Excellence'

Hospitality management experience at this level acquired from a large and busy tavern/club and/or winery environment is essential to be considered for this important role. Along with operations acumen, strong planning and negotiating skills, a high level of strategic ability and administration skills. You will be proactive, dedicated, organised, completely computer literate, fluent with forecasting and setting budgets and flexible to work outside of standard business hours, a least one weekend day and some nights. Chairing meetings, liaising with staff at all levels, working closely with the Owners and reporting to the Executive Management team will come naturally to the successful candidate.

This role plays a vital part in the future success of the business, expectations on this role to succeed quickly and continually is high. This is not a role for the faint hearted and it will require a hands-on Manager who will happily work on and in the business when required.

This is an exciting career opportunity for an already successful Operations Manager looking to make a change to a company who is passionate about their product and venue dedicated sharing this with Australia.

Applications can be sent to [hrm@sirromet.com](mailto:hrm@sirromet.com) by Tuesday 31st August 2010. Please ensure you clearly outline how you best suit this role and your demonstrated skills in a covering letter.

# POSITION DESCRIPTION

**SIRROMET**

LIFE · STYLE · WINE ·

<b>Position Title:</b>	Operations Manager – Premise / Food and Beverage
<b>Role Aim:</b>	<p>Drive continuous improvement in company operations, facilities and services of the business, management of client expectations and the delivery of financial targets.</p> <p>Together with the Owners and Management team they will be responsible for the seven day operations and for recommending, implementing and managing strategies to improve service levels and efficiencies throughout and across all departments.</p>
<b>Location:</b>	Mt Cotton, Queensland
<b>Working Relationships</b>	Reporting to the Executive Management team and working in partnership with all Department Managers.

## KEY ACCOUNTABILITIES

<b>Key Areas of Accountability</b>	<b>Output Expectations</b>	<b>How these are achieved</b>
<b>Operations</b>	Continual improvements in operational procedures and reoccurring business activities through food and beverage and administration departments, ultimately resulting in a profitable venue and greater wine sales.	<ul style="list-style-type: none"> <li>• Attend to the day to day management of all operational departments and special projects.</li> <li>• Gather and link information and ideas between departments to solve discrepancies, make improvements and develop new procedures.</li> <li>• Ensure departments are meeting and reporting on their weekly and monthly KPIs. Interpret KPI's and give advice accordingly.</li> <li>• Monitor the purchasing and approval process to ensure cost and expenses are reasonable and within budgetary limits</li> <li>• Stay in tune and aware of costs /operating expenses and continually aim to either reduce these or gain more from them.</li> <li>• Drive communication between departments, via meetings, publications and emails.</li> <li>• Work on and in the business to gain a full understand of the operations.</li> <li>• Develop tools to manage the flow of information, goods and resources between departments</li> <li>• Continually look at ways to maximise venue use and services</li> <li>• Continually look for and test new concepts that will increase visitation</li> <li>• Provide hands on support to operational departments, in particular large scale events</li> </ul>

<p><b>Site security and presentation</b></p>	<p>All common areas, equipment, grounds and buildings are maintained to a high standard to compliment the brand and to enhance the customer experience</p>	<ul style="list-style-type: none"> <li>• Maintenance schedules for plant, equipment, buildings, gardens and the grounds</li> <li>• Point of contact for all building and site ideas and concerns.</li> <li>• Conduct regular informal and formal property reviews/inspections</li> <li>• Ensure total site security, reducing the possibility of malicious theft or damage</li> <li>• Oversee the distribution of keys and alarm codes</li> </ul>
<p><b>Building and administration services</b></p>	<p>All contracts and services pertaining to the operations of the business are effective, efficient and economical.</p>	<ul style="list-style-type: none"> <li>• Manage all contracts and services associated with the physical aspects of the operations such as security, cleaning, insurance, pest management, company vehicles and information technology.</li> <li>• Closely monitor all building and administration services to ensure they are providing the service required and as outlined in any formal contracts.</li> </ul>
<p><b>Legislation compliance</b></p>	<p>All legal requirements are observed and managed in a practical and commercial manner.</p>	<ul style="list-style-type: none"> <li>• Stay abreast of industry knowledge, trends and legislation for liquor licensing, building and fire and workplace health and safety.</li> <li>• Conduct regular audit/inspections on procedures and operations to ensure validity</li> <li>• Provide guidance and training to frontline staff.</li> </ul>
<p><b>Team management</b></p>	<p>All team members understand the company standards and expectations and deliver fair value in return for their remuneration</p>	<ul style="list-style-type: none"> <li>• Be a constant Ambassador for Sirromet wines and continually refer to and support the 'Pursuit of Excellence'</li> <li>• Have a good understanding of company policies and procedures pertaining to team management</li> <li>• Instil a culture where all team members adhere to and support company policies and procedures</li> <li>• Review positions and output and make the necessary adjustments to ensure a productive workforce</li> </ul>

### **KEY REQUISITES / SKILLS, ABILITIES AND KNOWLEDGE**

- Hospitality experience: Leadership and hands on hospitality skills and experience acquired from a large venue such as a club, tavern or hotel.
- Operations acumen: Demonstrated ability and insight to drive the operational functions of a busy and dynamic business
- Leadership: Strong leadership skills acquired through the hospitality industry
- Finance skills: Ability to interpret weekly and monthly KPI's and advise stakeholders on areas for improvement
- Administration and management skills: Time management, interpersonal, communication skills and computer skills
- Project Management skills: Demonstrated ability to project plan, implement and manage large scale and projects with numerous stakeholders
- Wine knowledge: A genuine interest in wine and food, and a desire to learn more.
- Employee management: Ability to facilitate change in the workplace, guide, direct and mentor employees.
- Hands on approach: A can do attitude and a willingness to get involved at all levels.
- Working hours: Flexible approach to working hours to reflect the operations, this would include some nights, and at minimum one weekend day, ideally a Tuesday to Saturday working week.