

Position Statement



POSITION TITLE	Hospitality & Events Coordinator
REPORTS TO	Business Operations Manager
AWARD	Fitness Industry Award 2020
CLASSIFICATION AND SALARY	38 Hours – Salary Position
EFFECTIVE DATE	1 September 2026

ROLE PURPOSE

The Hospitality & Events Coordinator provides strategic leadership and operational oversight of food and beverage services at Hunter Sports Centre, ensuring high-quality, safe, and customer-focused experiences across daily café operations and event-based catering.

This role combines hands-on food preparation and service delivery with staff coordination, supplier engagement, and continuous improvement. The Coordinator plays a key role in aligning hospitality services with community needs, health and wellbeing goals, and Organisational standards, while fostering a culture of excellence and innovation.

CORE ACCOUNTABILITIES

1. Service Delivery & Event Coordination

Lead the planning and delivery of daily café operations and event-based catering, ensuring consistent, high-quality service aligned with customer expectations and health-focused objectives. Coordinate event logistics including rostering, room preparation, RSA compliance, and food safety protocols.

2. Food Preparation & Compliance

Oversee food preparation and presentation to ensure freshness, quality, and visual appeal. Maintain compliance with food safety standards, including holding and actively fulfilling the responsibilities of a Food Safety Supervisor. Conduct scheduled audits and inspections of the commercial kitchen, food storage, and equipment to uphold hygiene and safety standards. Monitor and document cleaning schedules, temperature logs, and corrective actions to ensure full compliance and uphold hygiene and safety standards.

3. Staff Coordination & Development.

Coordinate the recruitment, onboarding, rostering, and performance of café and event staff. Provide leadership and mentoring to foster a positive team culture and continuous improvement in service delivery.

4. Stock & Supplier Management

Coordinate stock ordering, inventory control, and supplier relationships to ensure cost-effective procurement and consistent supply. Conduct regular stocktakes and test the market to ensure value for money and quality assurance. Ensure all food items are stored according to food safety guidelines, with regular audits of storage areas and temperature logs.

5. Menu Development & Customer Focus

Develop and review menus that cater to diverse customer needs, including healthy options for gym users and tailored offerings for events such as school carnivals and conferences. Gather feedback and monitor trends to enhance customer satisfaction and engagement.

6. Financial Oversight & KPI Monitoring

Contribute to the preparation of the annual budget and monitor financial performance against key performance indicators. Implement strategies to optimise revenue, manage costs, and ensure the sustainability of food and beverage operations.

7. Facility Oversight & KPI Monitoring

Ensure the café and kitchen facilities are clean, safe, and operationally efficient. Develop and maintain cleaning schedules for all areas, including front-of-house, kitchen, storage, and waste management zones, ensuring facilities are prepared and compliant at all times.

The incumbent is required to undertake other duties, projects or tasks as directed, which are within their skills, competence and training, and undertake job-specific training and development.

The position will require:

- Shift and/or weekend work
- On call work

ESSENTIAL CRITERIA

1. Certificate III in Commercial Cookery or equivalent qualification in food preparation
2. Current NSW Food Safety Supervisor Certificate
3. Valid RSA/RCG competency card
4. Demonstrated experience in hospitality supervision, including café operations and event-based catering
5. Strong leadership skills with experience in staff rostering, training, and performance management
6. Proven ability to manage stock, liaise with suppliers, and implement cost-effective procurement practices
7. Experience in menu development tailored to diverse customer needs (e.g. health-conscious, event-specific)
8. Excellent communication and customer service skills
9. Ability to contribute to budget planning and monitor performance against KPIs
10. Willingness to work flexible hours including weekends
11. Current Senior First Aid Certificate
12. Current NSW Working with Children Check
13. Current Class C Drivers Licence
14. PUAFER005 – Operate as Part of an Emergency Control Organisation (or willingness to obtain)
15. PUAFER008 – Confine Small Emergencies in a Facility (or willingness to obtain)

DESIRABLE CRITERIA

1. Tertiary qualification in hospitality management, event management, business administration, or a related discipline
2. Barista experience and familiarity with high-volume coffee service
3. Experience in catering for large-scale events or corporate functions

EMPLOYEE NAME	
SIGNATURE	
DATE	