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**JOB TITLE** Office Administrator for Events & Catering  
**DATE** 4th July 2022  
**REPORTS TO** Matthew Atkins (Owner) & Joanne Atkins (Managing Director)

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### JOB DESCRIPTION

**Purpose of role** *To assist in the consultation, booking, coordination and operation of promotional, business and social events, both internally and externally for clients or for the general public.*

**Main duties and responsibilities**

Core objectives include:

- Liaise with management in the execution of events & catering.
- Process emails, bookings, phone calls, quotes, invoices, payroll & reconcile accounts day to day.
- Functions of administrative office & factory including operations of service, cleanliness & quality.
- Occasional food & beverage prep/service, kitchen duties and cleaning.

**Other duties**

The above list is not exhaustive and the role may change to meet the overall objectives of the company.  
Fulfil other duties as required by management and other department personnel as requested/required.

### PERSON SPECIFICATION

**Qualifications**

- Certificate III in Hospitality or Retail preferable.

**Experience**

- Minimum 5 years in Hospitality and/or Retail.
- Use of Xero Accounting Software & Microsoft Office essential.

**Knowledge**

- Hospitality and/or Events.

**Skills & competencies**

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.

- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

**Personal attributes**

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.
- Approachable and kind demeanour.

**Other**

- Food Safety Supervisor Certificate preferable.
- Responsible Service of Alcohol Certificate required.
- First Aid Training accredited preferable.
- Fire Safety Training accredited preferable.
- Current Driver’s License required. Ability to drive Manual.
- Current Police Check.
- Current Working with Children Check.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date