

POSITION SUMMARY			
<b>TITLE:</b>	Functions Manager	<b>REPORTS TO:</b>	Deputy Pavilion Director
KEY DELIVERABLES			
<ul style="list-style-type: none"> <li>▪ Ensure that each event, function and meeting space is immaculately presented for events and occasions and that the service team is engaged, skilled and well-presented at all times</li> <li>▪ Ensure successful event delivery in relation to food safety and quality, presentation and service delivery</li> <li>▪ Ensure through rostering that each event is appropriately staffed in all areas</li> <li>▪ Ensure that each U.S. Pavilion space is cleared, cleaned and reset in a timely manner after each function</li> <li>▪ Understand the requirement of the Department of State and stakeholders in ensuring that guests are treated as VIP's who require confidentiality and discretion, and to ensure that the functions team deliver on this standard</li> <li>▪ React to a constantly changing environment with consistent professionalism and composure</li> <li>▪ Develop and implement strategies, processes and procedures to ensure operations are seamless, of the highest standard and meet established event timelines</li> <li>▪ Successfully work with stakeholders, event organizers and event specific staff and where necessary assist with integrating these guests into the VIP U.S. Pavilion team, e.g. Visiting Chefs</li> <li>▪ Ensure Occupational Health and Safety practices, policies and procedures are understood and met throughout the VIP areas including recycling and sustainable waste management</li> <li>▪ Initiate when necessary the appropriate responses required for various U.S. Pavilion incident scenarios, particularly in relation to first aid and evacuations</li> </ul>			
KEY RESPONSIBILITIES			
<p><b><u>Functions</u></b></p> <ul style="list-style-type: none"> <li>▪ Ensure that all events and functions at the U.S. Pavilion are delivered to the highest international standards throughout all aspects of planning, communication and execution (including meeting special requests)</li> <li>▪ Provide a flexible and adaptable approach to ensure VIP event preparation and delivery is conducted on time, within specifications and with a high-quality result</li> <li>▪ Liaise with Department of State, VIP Coordinators and U.S. Pavilion management in relation to all U.S. Pavilion events and activities</li> <li>▪ Develop a comprehensive compendium of reference material for all staff in regard to room set up, table and configurations, table setting layout etc.</li> <li>▪ Assign responsibilities to the functions team to ensure that tasks are completed professionally, accurately and within established timelines</li> <li>▪ Conduct pre-function briefings with all wait staff rostered to ensure a comprehensive understanding of key function details including timing, menu and special needs</li> <li>▪ Regularly audit staff performance to ensure that they are performing to the U.S. Pavilion's high standards of function planning and executing</li> <li>▪ Working collaboratively with the kitchen team, ensure that the wait staff team have a comprehensive understanding of each menu, including understanding all dietary components of each menu item</li> <li>▪ Coordinate room set up and pack down for all functions and events, including the planning and management of resources</li> <li>▪ Ensure that the wait staff and Back of House (BoH) staff work together to achieve the highest possible quality outcome</li> <li>▪ Order appropriate function items and manage through detailed and regularly audited stock control processes</li> <li>▪ Establish and maintain positive relationships with UAE suppliers (food, beverage, laundry, decorations etc.)</li> <li>▪ Work cooperatively with the Executive Chef to design menus suitable to a UAE VIP audience</li> <li>▪ Develop policies and procedures to establish staff guidelines and instruction in regard to all aspects of function delivery at the U.S. Pavilion</li> </ul>			

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- Manage and use the event software program to support professional event communications and delivery
- Adopt a hands on approach to ensuring the smooth and successful execution of all events and functions
- Ensure all staff have extensive product knowledge to enhance a premium guest experience
- Ensure confidentiality in all VIP functions, events and visits

### **Leadership & Management**

- Engage performance management techniques to ensure that team members are motivated, results driven and performing to their full potential
- Effective staff management to support a high functioning and results driven team
- Work effectively with U.S. Pavilion management creating two-way communication to ensure full awareness, compliance and understanding of U.S. Pavilion priorities, initiatives and activities, including the participation in cross-department meetings
- Ensure that each team member has a well-developed understanding and appreciation of U.S. Pavilion wide operations, events, activities and impacts
- Establish and conduct regular team meetings with direct reports to ensure that they are motivated to complete tasks accurately and professionally within established deadlines
- Manage rosters to ensure that the U.S. Pavilion is always staffed to the required standard
- Coordinate additional training as required to ensure a high level of compliance and consistency in performance across the team
- Effectively communicate department activity to all relevant U.S. Pavilion personnel
- Deliver on-time and accurate department reports to U.S. Pavilion management
- Support the Deputy Pavilion Director as required

### **General**

- Work cooperatively with all U.S. Pavilion teams to contribute to a highly engaged and service-oriented team
- Adopt flexibility and a willingness to adapt to an ever changing work environment including changes to timelines, deadlines or scope of work
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the Pavilion's Health and Safety policy
- Reinforce and promote the principles of equal employment and diversity in the workplace by ensuring that all employees and stakeholders are treated with dignity and respect
- Be familiar with policies and procedures relevant to this position and workplace
- Undertake general duties as required