

Position title: Team Leader Functions Business	
Classification: Band 6	Effective Date: October 2026
Reports to: Venue Manager, The Round	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.



Goal Statement

The Team Leader Functions Business will ensure the delivery of a high performing functions business at The Round. This role will establish growth plans to secure new business, implement marketing campaigns and ensure repeat visitation from existing client base. Working with Head Chef, this role will adjust menus & packages to best serve a range of clientele and their budget requirements.

This role establishes effective working procedures and ensures a safe work environment for the team to produce a positive end to end experience for clients and guests. This role drives the team in its commitment to providing an exceptional customer experience.

Key Responsibilities

Position Specific Responsibilities

Catering and Hospitality Services

- Manage all hospitality services for the successful delivery of functions & events
- Drive function sales through proactive business development, client relationship management and conversion of enquiries into confirmed bookings
- Assist in the development of food and beverage menus for function packages - ensuring variety and quality - to meet client requirements and a financially sustainable service for Council
- Collaborate with venue marketing services to build applicable promotional collateral
- Collaborate with venue marketing services to implement marketing campaigns across the avenues and opportunities identified to drive sales of the function business
- Working with the team develop seasonal and evolving event/performance opportunities for The Round – including but not limited to preshow dining, lunch service & dinner and show packages
- Issue contracts & secure pre-event deposits from clients & finalise invoices post event in a timely manner
- Adjust schedule of fees in line with budget increases to maximise revenue return through effective management of the event calendar, staff allocation, contractors and equipment hiring
- Oversee stock management of catering suppliers, including ordering, stocktakes, COGS and wastage to ensure best return for Council.
- Monitor and evaluate client & patron satisfaction with services
- Work with the Venue Manager & Head Chef to set up and manage food supply contracts and agreements with external catering suppliers to ensure required performance and compliance standards are met with minimal disruption to events
- Ensure procedures, safe work methods and standards are maintained and supported by contemporary knowledge of the sector
- Facility management and capital works planning within a functions and events environment



Leadership & People

- Provide continuous improvement to service delivery for all stakeholders (internal and external)
- Support staff to build a positive culture & high performing teams to meet individual and departmental goals
- Implement appropriate strategies to ensure a creative and productive team is in place, providing a positive customer experience
- Undertake regular performance reviews with staff to ensure that goals are met

Functions Visitor Experience

- Deliver function services that maximises the reputation, utilisation and return visit to Council
- Work closely with colleagues to create and deliver exceptional client and guest experiences at every function or cross departmental event, maximising customer satisfaction and repeat business
- Provide advice to matters pertaining to function, catering and hospitality management across The Round and, where appropriate, at a wider Council level
- Remain aware of current trends across the hospitality industries

Planning, Strategy & Contract Management

- In conjunction with the Venue Manager, contribute to business plan development and operational documentation for the function business
- In association with Strategic Marketing and Communications, contribute to the development of marketing strategies and plans to promote and enhance the profile and market position of The Round's function business as a high-quality provider
- Implement targeted campaigns as identified post collaboration with Strategic Marketing and Communications, as well as identifying and pursuing new opportunities as they arise
- Management of contractual and service level agreements with third party providers
- Provide input into capital works submissions and projects, as appropriate

Finance, Business Improvement & Reporting

- In conjunction with the Venue Manager, contribute to the management of the function business budget including income & expense targets that have been established for The Round
- Assist in the preparation of budgets for The Round & wider Council financial processes
- Provide accurate, efficient and timely presentation of all business papers, reports and documentation
- Recommend improvement initiatives, monitor performance and evaluate results



Compliance, Safety & Emergency Management

- Work with the Health, Safety & Wellbeing team to ensure compliance with relevant legislation including liquor licensing and food safety, OHS and environmental requirements
- Ensure all relevant staff, volunteers and stakeholders undertake appropriate training in emergency procedures, fire safety and OHS risk management in accordance with Council and The Round's Safety Policies/Plan and ensure the allocation of onsite safety wardens with appropriate training
- Undertake the role of Chief Warden, as required
- Required to attend meetings and the delivery of functions & events outside of standard business hours

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision
- Ensure the organisation is aware of and compliant with relevant statutes and legislation
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment
- Apply sound financial management techniques to team budget processes
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team
- Ensure appropriate care and use of assets and equipment
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget:

Under the supervision of the Venue Manager, this position is responsible for the Functions income and expenditure budget targets.

Staff responsibility:

Responsible for managing one staff member with a broader team reporting into that role.



Decision Making:

- The incumbent has authority and freedom to act within established policies, objectives and budgets within Council and specific to The Round
- The position will review and suggest improvement to procedures for the Functions business
- Problem resolution may sometimes be complex in nature and may require the application of judgement to new situations
- The position is required to fully brief Venue Manager on any significant issues of operational, political and strategic importance

Key Relationships

- Develop and maintain professional relationships with staff and management across Council, clients, client groups, contractors, providers and other external stakeholders
- Develop key professional relationships with other operators of similar facilities, with the ability to discuss and resolve common issues

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Tertiary qualification in managing function and events, contract management, or a minimum ten years work-related experience
- Experience successfully managing a functions team to meet customer expectations
- Demonstrated ability to implement business plans and achieve revenue goals
- Experience in commercial and business practices with a commitment to quality service delivery
- Experience in financial budgets, reporting and business administration
- Sound knowledge of the OHS requirements of managing a functions business with particular emphasis on corporate and community function management
- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work
- Satisfactory National Criminal History Check
- Working with Children Check

Technology

- Demonstrated ability to use MS Office
- Sound knowledge and understanding of Venue Booking Software, digital platforms, current purchasing and accounting programs
- Ability to track and manage event & function data

Interpersonal

- Excellent communication skills
- Ability to maintain a professional manner and presentation at all times
- Ability to interact and gain cooperation from staff & clients in achieving desired outcomes in a positive and solution focussed manner
- Ability to demonstrate the organisational values and operate in a political context
- Highly motivated, innovative, results orientated and enthusiastic



- Good conflict resolution skills with the ability to gain co-operation from clients or employees in undertaking activities
- Demonstrated high level oral and written presentation skills

Leadership/management:

- Previous experience managing a team
- Ability to coordinate resources in a busy functions environment
- Demonstrated ability to manage workload in order to meet set demands and deadlines

Key Selection Criteria

1. Demonstrated commercial acumen and experience developing and implementing business growth strategies that increase function bookings, revenue, customer retention and satisfaction
2. Demonstrated experience managing the end-to-end delivery of functions, events, marketing catering and hospitality services in a high-volume venue environment
3. Proven ability to manage a team, build a positive workplace culture and deliver consistently high standards of customer service
4. Demonstrated financial management capability, including budget preparation and monitoring, revenue and expenditure management, cost-of-goods analysis, forecasting and performance reporting
5. Strong operational planning, problem-solving and resource management skills, with the ability to coordinate staff, contractors, suppliers



Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Performed sometimes	
Hand/Arm Movement Tasks involve use of hand/arms		Performed sometimes	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Performed sometimes	
Standing Tasks involve standing in an upright position		Performed sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Performed sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Performed sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Performed sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Performed often	



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Required	

Any other relevant comments: