

THE LANE VINEYARD.

Position Title: Assistant Venue Manager

Reports To: Venue Manager

Direct Reports: All FOH supervisors and FOH team members.

Key Relationships: Events & Experiences Manager, Head Chef, Tasting Room Supervisor, Marketing & Communications Manager, Reservations & Administrative Coordinator.

Location: The Lane Vineyard, Hahndorf

Position Type: Full-Time

Rostered Days: Varied; will include some nights, weekends, and public holidays as required

Salary: *Refer to employment contract*

Overview

The Assistant Venue Manager is the second-in-command within The Lane Vineyard's hospitality department, working closely with and supporting the Venue Manager to deliver exceptional guest experiences across the Restaurant, Tasting Room, Events, and Experiences. They will assume full responsibility for hospitality operations in the Venue Manager's absence, ensuring seamless service, operational efficiency, and adherence to The Lane Vineyard's high standards of excellence.

Key Responsibilities and Duties

Operational Leadership

- Support the Venue Manager in day-to-day operations across all hospitality areas.
- Act as Venue Manager in their absence, with decision-making authority across FOH functions.
- Work closely with the Events & Experiences Manager to ensure seamless coordination between planning and delivery, including the operational handover of all booked and confirmed events and experiences for execution.
- Lead operational setup, staffing, service delivery, and post-event debriefing to capture feedback and opportunities for improvement.
- Oversee daily FOH operations in the Restaurant and Tasting Room, ensuring smooth service and consistency in brand standards.
- Collaborate with the Reservations & Administrative team to optimise bookings and guest flow.
- Maintain and troubleshoot POS systems to ensure smooth transactions and accurate reporting.

Service Excellence & Guest Experience

- Lead by example in providing exceptional customer service and engagement.
- Resolve guest feedback promptly, ensuring positive outcomes and brand protection.

- Ensure teams have comprehensive product knowledge of wines, menus, and experiences.
- Drive Gathering Club and Friends of The Lane sign-up conversions.

Team Management & Development

- Lead, mentor, and support FOH teams across the Restaurant, Tasting Room, and Events.
- Assist in rostering, shift supervision, and performance management in line with operational needs and budget.
- Foster collaboration, communication, and a positive workplace culture.
- Support cross-training initiatives to enable flexibility across hospitality areas.

Financial & Sales Performance

- Contribute to achieving revenue and Spend per Head (SPH) targets across hospitality areas.
- Support budget management, including wage cost and expense control.
- Promote upselling and cross-selling to enhance sales performance.

Stock & Product Quality

- Oversee FOH stock control for beverages, dry goods, crockery, utensils, and cleaning products.
- Participate in monthly stocktakes, reporting on variances and maintaining cost control.
- Maintain product presentation and quality standards in collaboration with relevant managers.

Compliance & Presentation

- Ensure all hospitality areas meet health, sanitation, and safety requirements.
- Maintain estate presentation standards in line with brand expectations.
- Ensure adherence to Standard Operating Procedures (SOPs) across all service areas.
- Keep all hospitality collateral up to date and aligned with brand guidelines.

Collaboration & Communication

- Work closely with the Venue Manager and department heads to ensure seamless operations.
- Share daily operational updates, guest insights, and improvement opportunities with the leadership team.
- Coordinate with Marketing & Communications on promotional opportunities for hospitality offerings.

Key Performance Indicators

- **Revenue & SPH:** Meeting or exceeding sales targets across hospitality operations.
- **Membership Conversion:** Achieving Gathering Club and Friends of The Lane sign-up goals.
- **Cost Control:** Maintaining wage costs and operational expenses within budget.
- **Guest Satisfaction:** Positive feedback and review scores across all platforms.

- **Operational Coordination:** Demonstrated smooth and efficient management of all hospitality areas.

Qualifications & Skills

- Demonstrated leadership experience in premium hospitality and/or tourism operations.
- Excellent organisational and time management skills.
- Strong interpersonal and communication abilities.
- Sound financial understanding, including budgeting and cost control.
- Flexible availability, including weekends and evenings.
- A passion for wine, food, and creating exceptional guest experiences.