

Position Description:	Project Officer Tourism and Hospitality
Fixed Term Contract:	12 months (with the possibility of extension)
Location:	WA Sports Lotteries House, Mt Claremont
Hours:	Part-time (approx. 24 hours per week)
Conditions:	Flexible working arrangements may be negotiated
Salary Range:	\$52,000-\$62,000 per annum pro rata (to be negotiated, based on experience)
Benefits:	Free parking; phone allowance; 11% superannuation; supportive small team environment

Organisational Context

FutureNow Creative and Leisure Industries Training Council is a leading not-for-profit industry incorporated organisation which provides high level strategic advice and leadership to government, registered training organisations and industry on the workforce development and critical skill needs of the creative and leisure industries. In addition to this key role, FutureNow promotes education and training to employees and employers, and provides a strategic brokerage role to industry and other stakeholders.

Working across the creative and leisure industries, which incorporate arts and culture, sport and recreation, hospitality, tourism, events, information, media, telecommunications and printing, FutureNow facilitates the continual improvement of workforce skills to drive productivity and deliver a competitive edge for Western Australian companies now and into the future.

FutureNow is a leading training council in Western Australia and has been operating for over 20 years. Training Councils are funded on a five yearly basis by the State Government.

FutureNow's vision is to be the leader in brokering the provision of best practice education and training solutions for the creative and leisure industries in WA. Our mission is to influence and enhance the future competitiveness and productivity of our industries by ensuring businesses and people have the right skills, in the right place at the right time.

Training Council Core Functions

Core functions of the Training Council through the service agreement between the Department of Training and Workforce Development and FutureNow include:

- Facilitating industry, Government and training organisation collaboration, partnerships and networks.
- Demonstrating the value of the Creative and Leisure Industries to justify current and new funding that is required for training delivery.
- Advising Government, registered training organisations and industry on critical areas of skills shortages and future training needs and developing industry workforce development plans and strategies accordingly.
- Facilitating industry consultation on government training policies.
- Establishing and varying apprenticeships and traineeships.
- Promoting careers and career pathways in the Creative and Leisure Industries as authentic, realistic and exciting opportunities.
- Contributing to the development and growth of an industry training culture.
- Promoting industry and training organisation best practice.
- Ensuring that industry has a say in the standards set for training and collaborating with national industry skills councils.
- Monitoring and reviewing the quality of training delivery and assessment.

Position Context

The Project Officer Tourism and Hospitality reports to and is accountable to the Chief Executive Officer and works collaboratively with the Project Manager Tourism and Hospitality, providing assistance with the ongoing development, coordination and maintenance of the tourism, hospitality and events portfolio and projects identified in the FutureNow work program and broader business plan, from implementation, monitoring and reporting through to successful outcomes.

The main focus of this newly established 12 month contract role requires the Project Officer Tourism and Hospitality to be the key administrator and coordinator of the 'FutureNow Hospitality Ambassador Project':

- The FutureNow Hospitality Ambassador Project is a Pilot Program funded by State Government and FutureNow that will enable young, successful, VET credentialed chefs working in industry to promote hospitality and tourism careers through interactive cooking demonstrations to school students including under-represented groups.

Upon review of the 12 month pilot, the program may be rolled out to the broader hospitality and tourism sector, leading longer term to a network of Industry Ambassadors including other industry sectors. The ultimate aim is that the ongoing program becomes self-funding by industry because of its obvious successes.

The tourism, hospitality and events portfolio encompasses the following sub-sectors of industry:

Tourism	<ul style="list-style-type: none"> • Tourism Operators • Travel Agency Services (Retail and Wholesale) • Visitor Information Services • Caravan Parks, Holiday Parks, Camping Grounds and Resorts
Hospitality	<ul style="list-style-type: none"> • Casinos • Caterers and Food/Hospitality Service Contractors • Clubs • Cafes and Restaurants • Hotel Accommodation • Motel Accommodation • Pubs, Taverns and Bars
Events	<ul style="list-style-type: none"> • Events Management • Events Technical Production

Roles and Responsibilities

The Project Officer Tourism and Hospitality will be expected to meet key deliverables and performance indicators determined annually.

The responsibilities of the role may shift to meet changing priorities but can be expected to include the following activities as grouped under three broad roles:

FutureNow Hospitality Ambassador Project Coordinator

- Conduct administrative tasks involved with the development, implementation, maintenance and reporting of the Pilot Program.
- Coordinate key stakeholder meetings / advisory groups for the Pilot Program.
- Coordinate the recruitment and professional development of Ambassadors.
- FutureNow liaison for all Ambassadors.
- Coordination of logistics, stock, resources and presentation schedules (Ambassadors, employers, sponsors, schools, expos etc.)
- Positive promotion of the pilot program through various in-house and commercial media outlets.
- Report project outcomes to FutureNow management and the Department of Training and Workforce Development.

Tourism, Hospitality and Events Portfolio Assistant

- Provide administrative assistance to the Project Manager Tourism and Hospitality in the preparation of projects, documentation, communications, promotions, reports and submissions.
- Provide assistance for the ongoing research, analysis and development of content and implementation of FutureNow's formal Workforce Development Plans for the tourism, hospitality and events sectors.
- Provide assistance with the coordination, implementation and follow up of a number of stakeholder, sector advisory, project or reference group workshops and events e.g. invitations, RSVPs, agendas, reports, meeting minutes, news stories, media releases, image library etc.
- Manage digital media, website content and database systems and communicate effectively through Microsoft Office programs such as Outlook, Word, Excel and PowerPoint.

FutureNow Team Responsibilities

Work collaboratively with the Board, Chief Executive Officer and Project Managers, including:

- The provision of assistance to support business, strategic and operational planning, marketing, administrative and management activities.
- Contribute to cross-FutureNow activities including: overall stakeholder engagement, knowledge management, team building, organisational development, continuous improvement of services and products, quality assurance, reporting and accountability requirements.
- Assist clients and stakeholders as thoroughly as possible with enquiries.
- Participate on behalf of FutureNow at a variety of work related functions, events, conferences, forums, expos, presentations and/or meetings on occasion.
- Flexibility to attend 'after hours and/or weekend' industry events, tradeshows, expos or workshops on occasion.
- Ability to assume other responsibilities as directed by the Chief Executive Officer.

Essential Skills:

Great communication skills; strong customer service skills; smart presentation and grooming; excellent organisational skills; spelling and grammar with attention to detail; advanced computer skills (Outlook, Word - complex documents, Excel, PowerPoint etc.); ability to work effectively in a small team; and proficiency to work well under pressure to meet tight timelines.

Desired:

Tourism, hospitality or events industry background with a knowledge of, or experience in the vocational education and training sector would be advantageous.

FutureNow – Creative and Leisure Industries Training Council

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Applications close: 5pm Friday 26th August 2011