



Position Description: Function Supervisor

Why we are here

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do.

Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, energy and drive.

Why this role exists:

The Function Supervisor role is crucial to ensuring the functions and events are executed flawlessly while anticipating and exceeding client needs.

7 days per week, rostered.

Function Supervisor Key Responsibilities

The Function Supervisor is responsible for ensuring all function rooms are set up accurately and to the highest standard in line with event requirements and company expectations. This includes verifying that all equipment is clean, fully operational, and properly maintained. It is equally important that the Function Supervisor oversees their team to ensure these standards are consistently met by all team members.

Back-of-house areas must remain clean, organized, and fully functional to support smooth operations. The Function Supervisor leads by example and actively supervises the team to ensure these conditions are maintained throughout each shift.

Client satisfaction is a top priority. The Function Supervisor must consistently deliver exceptional service and ensure the team also prioritizes client needs above all other activities, maintaining a high level of professionalism and care in every interaction.

A well-groomed, professional appearance is always expected, and the Function Supervisor must ensure their team reflects this same standard of presentation and conduct.

As a team leader, the Function Supervisor promotes company values and standards, setting a positive example while coaching, mentoring, and supporting team members. They play an active role in the onboarding and training of new staff, ensuring a consistent standard of performance across the department.

Health, safety, and wellbeing must be championed in accordance with ILT's policies. The Function Supervisor must not only comply personally but also ensure their team is operating in line with all safety protocols. This includes enforcing compliance with relevant legislation, such as the Sale and Supply of Alcohol Act 2012 (SSAA).

Regular reviews of standard operating procedures are expected, with improvements implemented as needed. The Function Supervisor is also responsible for ensuring that their team always understands and adheres to these procedures.

Clear and effective communication between front of house and back of house is critical. The Function Supervisor must both facilitate and monitor these communications to support the seamless execution of functions.

The Function Supervisor is accountable for helping to meet departmental revenue and service targets and for making sure the team understands and contributes to these goals.

The function supervisor manages inventory and ensures all function supplies and resources are available and ready, while holding their team accountable for maintaining the same level of preparedness.

Additional tasks may be assigned by senior management as required. Flexibility and a proactive approach are essential. The Function Supervisor also plays an important role in post-event reviews to assess performance, gather feedback, and support continuous improvement.

The Function Supervisor is expected to maintain strong working relationships with clients and oversee the coordination of all services supporting the function department.

In the absence of the Function Coordinator, the Function Supervisor will also be responsible for:

- Establishing and managing client relationships, including pre-event planning and post-event follow-up.
- Overseeing event administration, including booking details, client communications, floor plans, and schedules.
- Ensuring client and revenue expectations and targets are met.
- Supporting or temporarily managing marketing efforts to promote the venue and encourage repeat business.

Function Supervisor Selection Criteria

Proven supervisory experience in hospitality or events

Experience in a team leader or supervisory role within a busy hospitality, events, or function-based environment. Able to guide a team and maintain high standards under pressure.

Strong leadership and team coordination skills

Ability to lead by example, motivate team members, and ensure everyone is working to a consistently high standard. Comfortable managing team performance and supporting training as needed.

High-level customer service skills

Proven ability to deliver excellent customer service, respond professionally to client needs, and ensure a positive experience for all guests.

Practical knowledge of function setup and operations

Familiarity with setting up function rooms, operating and maintaining equipment, and ensuring all areas are clean, safe, and ready for use.

Professional personal presentation

Maintains a high standard of grooming and presentation, and ensures the team always reflects the same level of professionalism.

Clear and confident communication

Strong verbal communication skills with the ability to give clear instructions to team members and work effectively with other departments to ensure smooth event delivery.

Good organisational and time management skills

Able to manage time efficiently, prioritise tasks, and oversee multiple aspects of an event simultaneously while meeting deadlines.

Understanding of health and safety requirements

Awareness of safe work practices and commitment to maintaining a safe and clean work environment. Must also ensure the team complies with relevant policies and procedures, including the Sale and Supply of Alcohol Act 2012 (SSAA).

Problem-solving ability and calm under pressure

Able to think on your feet and respond quickly to unexpected situations during events, maintaining a calm and solutions-focused approach.

Flexibility and hands-on approach

Willing to take on a variety of duties as needed, including practical, hands-on tasks and last-minute changes. Must be available to work evenings, weekends, and public holidays as required.

Ability to build positive working relationships

Can establish and maintain effective, respectful working relationships with team members, clients, and other departments to support successful event outcomes.