

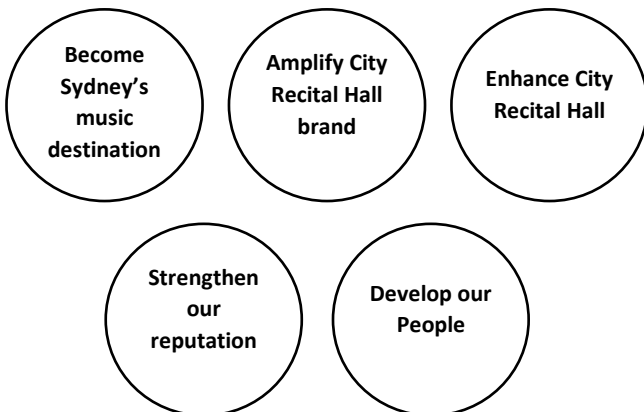
### OUR PURPOSE

To make City Recital Hall a performing arts centre renowned for its inclusive contemporary and classical music programming, elevated audience experience, and world-class acoustics.

### Our Values

- **Connection** – Live music connects people
- **Imagination** – Creativity produces better performances
- **Excellence** – Reputation is built through excellence
- **Sustainability** is the key to lasting impact

### OUR STRATEGIC FOCUS AREAS

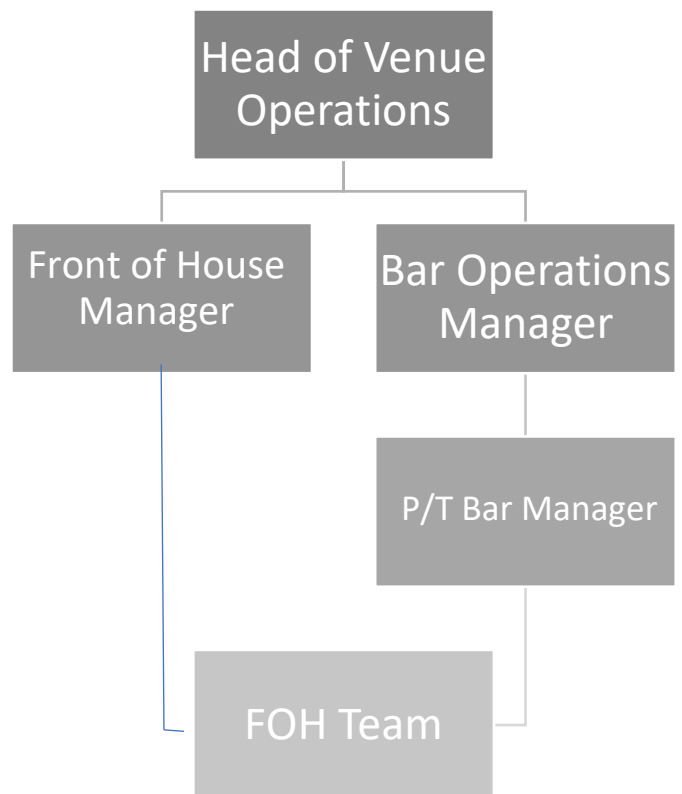


### MY PURPOSE

The Bar Manager brings vision and strong leadership qualities to deliver exceptional customer service, drive operational efficiency and empower casual bar staff to deliver impeccable service.

Along side the Bar Operations Manager, you will assist in the delivery of an exceptional food and beverage offering, train and upskill casual staff, and help produce financial outcomes for a sustainable and profitable food and beverage business.

### REPORTING LINE



### KEY RELATIONSHIPS



**MY RESPONSIBILITIES**

**Responsibilities**

**Duties**

- **Hospitality Management:** Work collaboratively with the Bar Operations Manager and Front of House team to ensure patrons are central to our hospitality offer. Lead, inspire and train staff in excellent service delivery across bars and functions catering; resolve complaints and incidents with diplomacy; develop strategies and offerings with the Bar Operations Manager to drive sales growth, meet or exceed profit margins.
- **Administration:** Manage point-of-sale and stock reconciliations for F&B sales; plan, order and receive stock deliveries for bars, functions; provide timely stocktake.
- **Workplace Health and Safety:** Enforce Responsible Service of Alcohol and Liquor License conditions; adhere to best industry practice and all relevant WHS regulations; participate in emergency procedures including evacuation where necessary.

**Performance Indicators**

- Maintain consistently high customer service levels across diverse events, with the customer at the forefront
- Accurate stock management and financial reconciliation and reporting
- Staff training implementation is positive and increasingly successful

**MY ATTRIBUTES, SKILLSET AND BEHAVIOUR**

**Criteria**

**Essential**

- Proven administration, inventory management, cash handling, reconciliation, and reporting skills, with extensive experience managing bars or similar establishments
- An ability to multi-task efficiently and calmly under pressure to meet event deadlines
- Excellent interpersonal, team building, negotiation, diplomacy, and communication skills
- Current NSW Responsible Service of Alcohol (RSA) competency card with experience in managing RSA
- Current NSW Working with Children Check clearance for paid employment

**Experience**

- Minimum two years' management experience in a hospitality or similar venue
- Demonstrated leadership of a diverse team to deliver excellent public facing customer service
- Demonstrated ability to manage resources, drive sales growth and maintain profit margins

**Attributes and Behaviours**

**Connection**

- Welcome patrons to Hall with genuine care

**Imagination**

- Inspire the service team through innovative offering

**Excellence**

- Lead the best live venue bar in Sydney

**Sustainability**

- Profitability drives our growth and improved hospitality

**ACKNOWLEDGEMENT**

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_