GRIFFIN THEATRE COMPANY

INFORMATION FOR CANDIDATES: Bar Manager

POSITION BRIEF – Bar Manager

Griffin Theatre Company is the only company in Australia dedicated to the production of new Australian plays. We make theatre about now. We believe there is no more important theatre in the country.

Griffin is recognised as essential in the national theatre ecology. Every rewarding Australian story delivered on the Griffin stage builds the confidence of playwrights and audiences in the vital experience it is to have a story told to us, about us, about ideas that matter deeply to us today. We have always been, and will always be, the centre of Australian playwriting: an advocate for writers, and a beacon of excellence in the creation of extraordinary theatre.

Name of position:	Bar Manager
Position type:	Permanent part time (24 hours per week) Salary based on $30 per hour plus superannuation
Reports to:	GENERAL MANAGER

Purpose:

The Bar Manager is responsible for the efficient operation of Griffin's bar, maintaining a quality offering of food and beverages, while providing the highest level of service to our patrons and ensuring adherence to liquor licensing conditions and legislation.

Objectives:

- An exceptional experience for our patrons and guests
- Development and implementation of best practice bar systems and policies
- Maintain food and beverage options for patrons that are of the highest quality, ensure value for money and with consideration of environmental sustainability
- Smooth and efficient operation of the SBW Stables Theatre bar and foyer, including management of staff and volunteers
- Accurate financial reconciliation of bar takings
- Regular reporting to Management on bar sales and operations
- Maintenance, review and training bar and OH&S procedures for new staff, volunteers and interns
- Provide general administrative support, as required

Key Internal Relationships:

- Whilst the position largely operates under the supervision and direction of the General Manager, it has autonomy to freely manage the bar, and develop and implement procedures in consultation with the General Manager
- The Bar Manager will work closely with the Customer Relations Manager to ensure efficient rostering of staff and volunteers, and

their supervision; the upkeep and maintenance of all FOH spaces; and management of all FOH aspects of performances

- The Bar Manager is responsible for the OH&S induction of new staff, volunteers and interns, and training of bar volunteers and staff
- The Bar Manager is required to liaise with the Customer Relations Manager and each production's Stage Manager in order to successfully facilitate the performance of the current production within the venue
- The Bar Manager is required to liaise with the Production Manager on matters concerning the maintenance of the venue and OH&S concerns

Key External Relationships:

The Bar Manager is often the first point of contact for patrons visiting the SBW Stables Theatre, and is further responsible for liaising with critical bar/stock suppliers, as well as company partners and external caterers given access to the venue for special events

Major Duties:

An exceptional experience for our patrons and guests

- Ensure the venue and staff provide a welcoming and comfortable experience
- General public relations and customer service for Griffin at the venue – providing friendly proficient customer service to theatre patrons
- Co-ordinate with the Box Office personnel and stage management on the opening, seating, FOH announcements and calling away of the performance

Development and implementation of best practice bar systems and policies

- Remain abreast of developments and changes in the capability of Griffin's electronic point of sale system and software, and ensure that these changes are communicated to Management
- Ensure compliance with all aspects of the company's liquor licencing conditions and Responsible Service of Alcohol requirements of the NSW Department of Gaming & Racing
- Suggest operational or strategic improvements to the bar operations
- Review and implement company policies relating to bar operations

Maintain food and beverage options for patrons that are of the highest quality, ensure value for money and with consideration of environmental sustainability

- Review selection of food and beverage supplies, that are of the highest quality and favour local and sustainable options
- Develop pricing strategies that optimise value for money for our patrons and financial returns for Griffin

Smooth and efficient operation of the SBW Stables Theatre bar, including management of staff and volunteers

- In collaboration with the Customer Relations Manager oversee the management and supervision of staff including volunteer bar staff during shifts
- Performing the daily operation of and procedures relating to the SBW Stables Theatre bar with reference to the company FOH Procedures Manual
- Ensure bar supplies remain well stocked
- Ensuring a high level of cleanliness and hygiene of the FOH and bar areas is maintained - including washing tea towels as required, general bar & foyer cleanliness, daily washing of glassware, daily recycling of bottles and emptying of rubbish bins, and daily wipe down of bar service areas
- Reporting to the Production Manager on the upkeep and suggested maintenance required in the venue
- Develop and maintain Bar Procedures as outlined in the FOH Procedures Manual, ensuring it is up to date and other staff are aware of amendments
- In conjunction with the Customer Relations Manager, Development Manager and Marketing Manager, facilitate special events for company partners, subscribers and other guests
- Train new bar staff, volunteers and interns in Bar Procedures and OH&S
- Ensure the security of the venue in accordance with the FOH Procedures and OH&S Manuals

Accurate financial reconciliation and reporting of box office and bar takings

- Accurate reconciliation of the bar takings each shift
- Regular reporting to Management on bar sales, operations and the sales of merchandise such as programs and scripts
- Manage and report on monthly stock take

Provide general administrative support

- General support of special events including managing the bar delivery for the annual season launch
- Liaison with other staff for the delivery of the practical elements of events within the venue - such as staffing, ordering, suppliers, catering and guests

Knowledge & Experience:

- Demonstrated experience in the hospitality industry, including management, processes and practices of a small bar
- A personable and flexible approach to people, with exceptional interpersonal, communication and customer service skills
- The ability to prioritise, time manage, multi-task and meet strict deadlines in an efficient manner
- Demonstrated experience in financial transactions for reconciliation and balancing of daily takings, floats and banking
- Proficiency in word processing, database and other Microsoft Office software (especially Microsoft Word, Outlook and Excel)
- Responsible Service of Alcohol Certificate
- Knowledge of and commitment to OH&S
- A sensitivity and interest to working with artists and a creative process