

## POSITION DESCRIPTION

<b>Position title:</b>	Bar Supervisor
<b>Department:</b>	Operations
<b>Reporting to:</b>	Operations Manager – Bars / Assistant Venue Manager – Bars
<b>Supervises:</b>	Casual Bar Attendants
<b>Employment type:</b>	Casual
<b>Classification:</b>	Level 2.2 Higher Education Industry – General Staff Award 2010
<b>Conditions:</b>	May include some weekends and nights as dictated by business requirements; Eligible for Laundry Allowance

### POSITION PURPOSE

The Bar Supervisor is responsible for the day to day operations of USU's Bars, including customer service and service of food and beverage in compliance with the USU bar operation policies and legislative and regulatory requirements.

### POSITION ACCOUNTABILITY STATEMENTS (PAS)

Key Result Areas	Key Tasks	Key Performance Indicators
NSW Liquor Act, Office of Liquor Gaming and Racing and Local Liquor Accord Adherence	Work with the Venue Manager to ensure all regulatory requirements are met  Ensure all regulatory legal, operational and organisational requirements are met, as set out by the NSW Liquor Act, Office of Liquor Gaming and Racing and Local Liquor Accord guidelines	Nil complaints under State, Federal and Local laws  Low rate of incidents in any of USU licensed premises. Nil breaches against Liquor Act of 2007
Ensure staff are RSA accredited	Maintain RSA register	USU is compliant with liquor licensing laws
Responsibility for management of all bar activities during the designated shift	Ensure bars are managed in an effective and efficient manner  Manage events staff to ensure requirements are met  Ensure success of artists in terms of provision of services and amenities  Assist in reconciling end of night settlements with entertainment acts	That successful events, with high attendance, are held in USU bars  That events are incident free  Entertainment acts return to USU bars  Records are correct and can be produced if required

Customer Service	<p>Provide a high level of customer service</p> <p>Drinks must be served to industry standard, including serving sizes and maximum alcohol limits per drink</p> <p>Comply with all venue service standards, controlling wastage when pouring beers, using nip pourers or ETN's when available, adhering to wine glass measurements</p> <p>Endeavour to resolve any customer issues and ensure that all issues/incidents are reported to the Venue Manager.</p> <p>Responsible for ensuring the bar is clean to ensure efficiency</p>	<p>Service levels</p> <p>Presentation of drinks</p> <p>Manager evaluations</p> <p>Customer feedback</p> <p>Minimal wastage</p> <p>Positive attitude</p>
Wastage Control	<p>Ensure proper storage and rotation of stock and ensure that wastage is kept to a minimum and recorded through wastage book</p>	<p>Low wastage – high levels of consistent wastage will not be tolerated</p>
Regulatory Compliance	<p>Ensure all work is undertaken safely in line with WH&amp;S.</p> <p>All staff must understand and be compliant with:</p> <ul style="list-style-type: none"> <li>• HACCP</li> <li>• WH&amp;S</li> <li>• Cash handling</li> <li>• HR policies</li> </ul> <p>Ensure the responsible service of alcohol as per Liquor Act and Alcohol Policy as required</p> <p>Comply to House Policies and be aware of all license restrictions</p> <p>Provide a copy of their RSA, or keep with them at all times a new photo card RSA.</p>	<p>Administration and compliance issues are completed or managed according to procedure</p> <p>All HACCP/Food Safety program requirements complied with</p> <p>Liquor Act, License conditions and Alcohol Policy complied with</p> <p>Personal RSA certification is up to date and renewed before it expires, with copies provided to USU when renewed</p>
Work Health & Safety (WHS)	<p>Conduct all work in a safe manner</p> <p>Comply with all WHS policies, procedures and instructions</p>	<p>All incidents and hazards reported immediately</p>

	<p>Report all incidents and hazards immediately to Supervisor and People &amp; Culture Department</p> <p>Use and maintain safety devices and personal protective equipment correctly</p>	<p>All WHS instructions, policies and procedures complied with</p>
<p>Demonstrate commitment to the department and USU as a whole</p>	<p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Supervisor / Manager</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at team meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements</p> <p>All interactions are professional, respectful, polite and courteous</p>

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

#### ESSENTIAL CRITERIA

- At least 1 year supervisory experience within a pub/hotel bar or small bar environment or similar
- Confidence in pouring high volumes of draught (tap) beer, making mixed drinks and taking food orders in a fast-paced environment
- Previous experience working in an environment with young clientele (ideally 18-24 year olds) or live music venue
- Demonstrated strong understanding of touch screen point of sale systems
- Demonstrated understanding of customer service
- High level of verbal communication skills
- Flexibility with regard to hours worked
- Current Responsible Service of Alcohol (RSA)
- Demonstrated understanding of customer service and high level of verbal communication skills
- Strong organisational and problem-solving skills
- Ability to work both independently and as an effective, committed and enthusiastic team member

#### DESIRABLE CRITERIA

- A commitment to and understanding of the USU, its roles and relationship to the University
- Understanding of HACCP procedures or food safety programs
- A general knowledge of the industrial and Work Health and Safety legislation
- Demonstrated ability to use initiative

#### PHYSICAL REQUIREMENTS

- Required frequently: standing, bending, reaching, scooping, kneeling, walking
- Required occasionally: squatting, lifting up to 15 kilograms

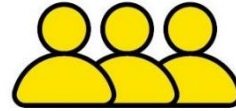
## OUR VALUES



Respect



Innovation



Collaboration



Honesty

## TEAM STRUCTURE

Head of Hospitality  
Operations

Operations  
Manager- Bars

Assistant Venue  
Manager

Casual Bar  
Supervisor

Casual Team  
Members

Compiled by:	Operations Manager – Bars	Date:	Nov 2022
Authorised by:	People & Culture	Date:	Nov 2022
Current Employee Signature:			Date: