

MALTHOUSE

VENUE AND FRONT OF HOUSE TEAM

BAR SUPERVISOR POSITION DESCRIPTION

Reports to:

Venue Manager

Works closely with:

Front of House and Café Manager, Facilities Manager, front of house team, box office casual staff, and café staff.

Position Summary:

The Bar Supervisor is responsible for overseeing the day-to-day operations of the Malthouse Bar and providing a seamless and high-quality hospitality experience for customers and theatre audiences. Working across the main foyer bar as well as a pop-up bar serving the Malthouse Outdoor Stage, this role must ensure excellent beverage service, overseeing stock management, supervising staff, and ensuring compliance to all relevant legislation and regulations. The Bar Supervisor pays close attention to all operational details to ensure the comfort, safety and enjoyment of guests and job satisfaction of staff, as well as the financial success of the Malthouse Bar.

The ideal candidate for this position will thrive in a dynamic, fast-paced environment, with excellent frontline customer service management skills as well as strong leadership and staff management skills. This role would suit a mid-career hospitality professional with a passion for experience creation and a love of the performing arts.

Salary Range: \$60,000 – 65,000 per annum, plus superannuation.

This is a full time (1.0 FTE) position based at The Malthouse in Melbourne. Due to the nature of theatrical and hospitality work, evening and weekend shifts are required and form part of the ordinary hours of this role.

Company Profile

Malthouse is a unique artistic institution in Melbourne, Naarm full of history, that creates thought-provoking live theatre experiences and offers great hospitality. It's a place to connect and a place to feel at home in a community of artists and arts lovers. Be unafraid, be entertained, be switched on.

Malthouse Theatre offers a range of benefits to employees, including access to complimentary and discount tickets, salary sacrifice options, flexible work arrangements, generous discounts at our café and bar, a free and confidential Employee Assistance Program, and regular staff socials including company nights for each of our season shows.

Malthouse Theatre is an Equal Opportunity Employer. We are a theatre for all. First Nations, Aboriginal and Torres Strait Islander people, people with disability, LGBTQIA+ people, people of colour, and people from culturally and linguistically diverse, migrant and/or refugee communities are strongly encouraged to apply.



KEY DUTIES AND RESPONSIBILITIES

Operational

- Oversee and report on day-to-day bar operations including budgeting, expenditure, staff performance, customer experience, and inventory.
- Ensure accurate reconciliation of POS system (SQUARE), and bar takings including cash and EFT.
- Inventory management of bar stock, including ordering, receiving deliveries, and stock rotation.
- Create and implement menus and promotions in collaboration with our commercial partners and the Venue Manager.
- Resource planning for provision of bar service for ad-hoc events in collaboration with the Venue Manager, and oversight of event delivery.
- Maintain OH&S standards, cleanliness and maintenance of the bar to a high level, reporting issues to the Facilities Coordinator as they arise.
- Ensure a high standard of compliance to Malthouse Theatre policies and procedures, as well as relevant legislation including RSA and Liquor License regulations.

Staff management

- Manage a casual team of bar staff, including recruitment, training, and performance management as required.
- Create and manage the casual bar staff roster, ensuring the bar is adequately resourced at all times, and reconcile weekly timesheets.
- Supervise staff on shift, including oversight of RSA compliance and escalation of customer service issues.
- Maintain effective and transparent team communications and promote a highly engaged and productive team culture.
- Assist where needed in bar service and any other duties as reasonably required.

Key Selection Criteria

The successful applicant will demonstrate the following:

1. Demonstrated proficiency with point-of-sale software, with the ability to track and report on revenue to budget as well as reconciling cash and EFT takings.
2. Current RSA with experience in managing compliance and customer service escalation in a licenced venue.
3. Demonstrated competency in resource management and inventory control, with alcohol product knowledge preferred.
4. Strong leadership skills and the demonstrated ability to manage a team of staff.
5. High standard of organisation and planning, with keen attention to detail.

Inherent Physical Requirements

The physical requirements of this role are consistent with those of a bar worker in a hospitality environment. The Malthouse Theatre bar is located on the ground level of the Malthouse venue, with other key work areas accessible by stairs. Manual handling forms an inherent requirement of this role.

Applicants with access requirements are encouraged to contact Malthouse Theatre for more information about the access services available careers@malthousetheatre.com.au . More information about access in our venue can be found here malthousetheatre.com.au/access .