

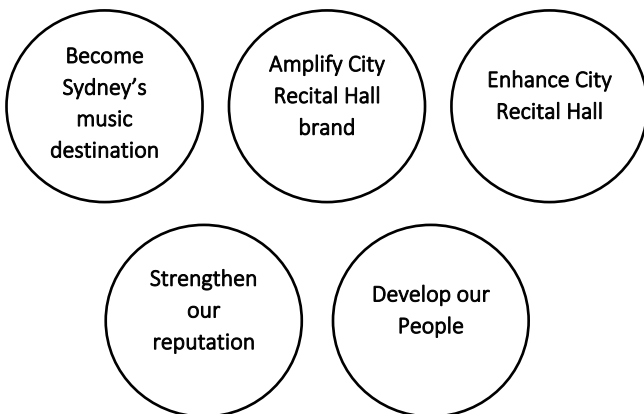
OUR PURPOSE

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

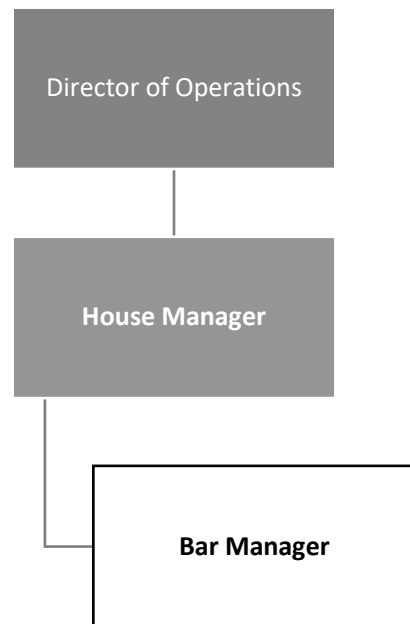
OUR STRATEGIC FOCUS AREAS



MY PURPOSE

The Bar Manager manages the food and beverage offering of City Recital Hall and is responsible for managing all aspects of foyer bar operations, catered functions, and artist hospitality. The role brings vision and strong leadership qualities to deliver exceptional customer service, drive operational efficiency and 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 House 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 foyer bars, functions catering, and artist hospitality; contribute to event planning and ensure product offerings align with audiences; resolve complaints and incidents with diplomacy; review Bar systems and procedures; develop strategies 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, and artist hospitality; provide timely stocktake, revenue and expense reporting to Finance.
- **Workplace Health and Safety:** Enforce Responsible Service of Alcohol and Liquor Licence conditions; adhere to best industry practice and all relevant WHS regulations; act as a Fire Warden during performances and 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
- Maintain and develop sales growth and profitability from food and beverage offerings
- Balance delivery of customer service standards and customer expectations with professional conflict resolution techniques in dispute situations, particularly where alcohol is a factor

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; and beverage menu development
- 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
- Completed NSW Liquor Licensee Course
- Current NSW Working with Children Check clearance for paid employment

Desirable

- Current First Aid Certificate

Experience

- Minimum three years' management experience in a performing arts, 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: _____