

THE EMPIRE

BAR SUPERVISOR

POSITION DESCRIPTION

| | |
|-----------------|---|
| Position type: | Permanent part-time |
| Reports to: | Visitor Services Coordinator |
| Direct reports: | Bar Staff (Casual), Events Staff (Casual) |

ABOUT THE EMPIRE

The Empire is the largest regional performing arts precinct in the country and a hub for creative arts development in the region. Renowned for its classic art deco architecture, the heritage-listed theatre is a premier performance venue, wholly owned by Toowoomba Regional Council.

POSITION SUMMARY

The Bar Supervisor is responsible for overseeing the daily operations of the bar, ensuring the delivery of high-quality service before, during, and after performances or events. This hands-on role will oversee a team of bar staff, monitor inventory and stock levels, enforce health and safety regulations, and maintain a clean and welcoming bar environment. In collaboration with the Visitor Services Coordinator, the Bar Supervisor ensures that bar services contribute to the overall guest experience while meeting operational and financial goals. With a focus on delivering an exceptional guest experience, this position requires excellent organisational, interpersonal, and time-management skills, alongside a commitment to upholding The Empire's vision, purpose, and values.

KEY ACCOUNTABILITIES

The role of Bar Supervisor will be required to:

- Oversee all aspects of bar service, ensuring smooth and efficient operations during performances and events. Ensure that the bar is fully stocked, clean, and operational, and that service is prompt, efficient, and friendly.
- Monitor bar inventory, ensuring adequate stock levels of beverages, glassware, and supplies. Work with the Visitor Services Coordinator to place orders as needed, track usage, and manage costs to meet budgetary targets. Keep accurate records of inventory and wastage.
- Monitor cash handling, till reconciliation, and ensure that financial processes are followed accurately by bar staff.
- Conduct regular stocktakes to monitor stock levels and identify discrepancies.
- Ensure that bar operations comply with all health, safety, and alcohol service regulations. Enforce responsible alcohol service policies and ensure that all staff are properly trained in health and safety protocols, including age verification and handling intoxicated persons.
- Maintain a high standard of service by addressing any customer concerns or complaints regarding bar service. Ensure that all guests are served efficiently and courteously, contributing to a positive experience for all guests.
- Schedule regular bar equipment maintenance.
- Collaborate with the Visitor Services Coordinator to ensure that bar operations align with theatre performance schedules, special events, and guest service needs. Ensure communication is seamless across all teams for efficient operation.
- Assist and engage in product offerings discussions with the Visitor Services Coordinator & Client Services Lead with consideration to demand and variety.
- In consultation with the Visitor Services Coordinator roster volunteer ushers and bar & events staff.
- Assist with the organisation, supervision of foyer events, exhibitions, program/merchandise sales and other functions as required, ensuring a high standard of presentation and customer service.

THE EMPIRE

QUALIFICATION AND EXPERIENCE

- Demonstrated Bar Service experience in a fast-paced hospitality environment.
- Demonstrated ability in working as part of a small team to achieve business objectives.
- Excellence customer service and communication skills.
- Ability to motivate and lead teams.
- Demonstrated clerical/cash handling skills.
- Demonstrated stock control, audit and handling skills.
- Demonstrated ability in using well-developed interpersonal skills.
- Demonstrated ability in time management and organisational skills.
- Demonstrated ability in staff supervision and training.
- Ability to work to a flexible time schedule as the position involves regular evening and weekend work.
- Knowledge of Work Health & Safety and Licensing Regulations as applicable to this position.

DESIRABLE

- Proficiency with 'SwiftPOS' point-of-sale (POS) system, or similar

LICENCES AND CERTIFICATIONS REQUIRED

- P1, P2 or Open Drivers Licence
- QLD Working with Children Card
- Senior First Aid & CPR
- Responsible Service of Alcohol (RSA)
- Responsible Management of Licenced Venues (RMLV) (or ability to obtain)
- OLGR Approved Manager (or ability to obtain)

THE EMPIRE BENEFITS

- Flexible working arrangements
- Discounted tickets to performances
- Friendly, motivating and supportive team environment
- Industry specific Single Enterprise Agreement
- Dedicated Employee Assistance Program
- Organisation wide commitment to vision, purpose and values
- Located in Queensland's largest inland city renowned for its beautiful scenery and peaceful atmosphere

The Empire is an Equal Opportunity Employer that provides an inclusive work environment and embraces the diverse talent of its people. We value people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.