



POSITION DESCRIPTION

POSITION TITLE	FoH / BAR MANAGER
LOCATION	SALAMANCA ARTS CENTRE, HOBART, TASMANIA
CLASSIFICATION	SAC TECHNICAL EMPLOYEE (\$35.985 p/hr)
TYPE OF EMPLOYMENT	PART TIME (Approx. 4 Days / 30 Hours per week including weekends and evenings)
DIRECT REPORTING	BUSINESS DEVELOPMENT & VENUES MANAGER
WORKS WITH	PROGRAM MANAGERS; PERFORMING ARTS & VISUAL ARTS / BUILDING & FACILITES MANAGER / TECHNICAL MANAGER / MARKETING MANAGER / OPERATIONS COORDINATOR
STAFF UNDER SUPERVISION	Venues Supervisors, Bar Staff, FoH / Ticketing, Ushers, Invigilators / Gallery Sitters

About Salamanca Arts Centre

Salamanca Arts Centre is a not-for-profit organisation governed by a board of up to nine non-executive directors who set the strategic direction for the organisation. Our Purpose and Mission is to enable artists to create new works, to enable artistic entrepreneurship, and, through respect, guidance and inspiration, to foster connections between artists and audiences. SAC’s Strategic Priorities are to use our resources ethically, efficiently and responsibly, to encourage contemporary expression of the arts.

Salamanca Arts Centre seeks to be a valued and vibrant arts hub where ideas and opportunities prosper, where artists are supported, where audiences are respected and inspired, and where diversity and is valued.

Salamanca Arts Centre is also a heritage tourist attraction, providing community facilities and engagement, and presenting and facilitating arts and cultural programs and projects, supporting resident arts businesses and cultural organisations that combine to contribute to Tasmania’s cultural and general economy, employment and income base for artists and arts-based small businesses.

Salamanca Arts Centre is the custodian of seven heritage buildings that are home to studio artists in residence, numerous arts organisations working across the visual and performing arts, festivals and events, literature, writing and film, and to designers, makers, retailers, and commercial galleries for contemporary art and craft.

SAC also manages a suite of arts venues including the Peacock Theatre, Long Gallery, the Founders Room, Sidespace Gallery, SOCIAL, Kelly's Garden, Courtyard, Top Gallery, Studio Gallery and Lightbox. Our venues showcase SAC's curated and programmed events as well as our Access Program's community and independent performances, exhibitions and other arts events and projects.

Operating parallel to the management of the buildings and venues, SAC works with local, interstate, and international artists, working across all art forms, to conceive and develop new works, and to present those works to local and visiting audiences.

Position Overview

The FoH / Bar Manager is responsible for the effective and efficient management and delivery of events that take place within and throughout Salamanca Arts Centre, including: reporting to and liaising with the Business Development & Venues Manager to determine the requirements of future and current events; rostering of all Casual Events and Venues Staff, reviewing bar stock, liaising with Program Managers to determine the accommodation of events, liaising with SAC Technician to determine technical requirements, liaising with Buildings & Facilities Manager to determine building access and set-up, etc., liaising with Marketing Manager to determine relevant considerations, and liaising with Operations Coordinator to determine all other logistics considerations.

Salamanca Arts Centre serves drinks (alcoholic and non-alcoholic), nibbles, and refreshments for audiences and other guests from the Founders Room Bar or from a temporary bar location, operating in accordance with SAC's Liquor License. Bar Service may be complimentary or for purchase, depending on the event. Events range from indoor and outdoor performing arts (including music) to exhibition openings, to Private Functions, and may be SAC Programmed Events, SAC Supported Events, or External Party Hirer Events.

Rationale and Purpose of Position

Salamanca Arts Centre attracts 300,000 visitors each year. Many of those visit our retailers or attend our galleries and theatres for performances and exhibitions.

How we utilise our Venues is a critical factor in delivering the best arts and public program that we can for our audiences. To achieve that aim, we need to optimise the efficiency in which we use our venues and other facilities and assets. This relies on knowing our audiences' preferences, needs and expectations, how to manage staff efficiently, how to manage 'change-over' from one event to the next; including pack up, cleaning and set-up.

The rationale for this position is to have a member of staff who understands the hospitality and events environment, who has knowledge of what motivates different audiences and how to respond to those various needs, to have within the organisation's human resources such knowledge and have it applied within Salamanca Arts Centre to optimise events administration and delivery, to improve customer service and the visitor / audience experience, and to manage all related recourses, including staff rostering, bar stock, etc., to optimum efficiency.

Qualifications

Essential:

Hospitality Management Experience
Responsible Service of Alcohol Certification

First Aid
Working with Vulnerable People
Fire Warden Induction (upon commencing employment)

Desirable:

Certificate IV in Hospitality
Food Safety Certification

1. Selection Criteria

- An understanding of and appreciation for the value and importance of high-quality customer service;
- The ability to manage, train and roster casual staff;
- Knowledge of various audiences' needs and expectations in terms of bar service and stock offerings;
- Professional approach to the aims of the role, a self-starter with initiative and ability to respond to and manage changing scenarios during an event, identify and attend to issues as they occur;
- Experience in properly and securely managing Cash Handling procedures and POS / eftpos operations;
- Experience in Stock control, ordering and stocktake, and assets management;

Administration:

- Skills and experience in project management, budget development and financial management. Knowledge of legal issues related to dealing with the public, serving of alcohol, in an arts venue context.

Written and Verbal Skills:

- Demonstrated high level communications skills in correspondence, report writing, contract preparation and other areas of business communication. Demonstrates high level verbal communication skills.

Information Systems/Computer Skills:

- Skills in the use of computer software programs including Word, Excel, Internet and e-mail. Experience in development and maintaining appropriate electronic information and filing systems.

Autonomy, Co-operation and Consultation:

- The ability to work autonomously, co-operatively and/or consultatively as the situation may require.

Pressure, Priorities and Deadlines:

- The ability to work to deadlines and to manage concurrent and competing priorities.

Friendly, Efficient Manner:

- A friendly, efficient manner in the workplace and when dealing with the public.

Indicative Duties of this role:

- Work with the Business Development & Venues Manager to identify existing and new opportunities to improve the quality of service offered to our venue hirers and their audiences.
- Work with our Arts Program Managers to identify new markets and audiences and establish strategies to attract and retain their custom and patronage;
- Identify, introduce and familiarise yourself with the Key Contacts for all Hirers / Contractors working the event;
- Gain deep understanding of our various events and their audiences' needs and expectations;
- Based on the requirements of events, roster casual staff accordingly and efficiently;
- Supervise, train and familiarise casual staff as required;
- Review current stock offerings to ensure they are appropriate to our current and potential various audiences;
- Complete stock inventory and manage stock for events. Tailor stock as required to specific events and audiences.
- Serve drinks (complimentary or for purchase) / (alcoholic and non-alcoholic), nibbles and refreshments throughout events (or during designated times during the event) ensuring compliance to SAC's Liquor License and Responsible Service of Alcohol;
- Reconcile sales (cash and eftpos) at the conclusion of each event;
- Where required set up and pack down temporary bar, including the removal of all stock, washing of glasses, removal of rubbish and recycling, and basic cleaning of the temporary bar area;
- Set up and pack down any chairs, tables or other furniture for an event (if applicable);
- Ensure that all spills (liquids / drinks) are attended to immediately to ensure the safety of Guests / Hirers and the building (including Tenants and venues on the floors below);
- Act as Area Fire Warden throughout the event, and if required evacuate all persons at the event as per SAC Evacuation Procedures;
- Provide First Aid if required (and comfortable to do so);
- Contact Emergency Services (000) if required and then notify applicable SAC Staff, including SAC CEO, Business Development & Venues Manager, Buildings & Facilities Manager;
- Complete Incident Reports for any Near Misses / Incidents that may occur during the event;
- Provide reports and feedback on the success and opportunities for improvements to each event to applicable SAC Staff, including SAC CEO, Business Development & Venues Manager, Buildings & Facilities Manager;

THE POSITION

This position requires enthusiasm, commitment, and recent, relevant experience in the hospitality and or events delivery area. The incumbent will be motivated by the pursuit of achieving excellence through the delivery of high-level customer service, and by their respect for SAC's audiences, visitors and other communities.

Work Health and Safety:

All employees are required to report to the SAC WHS Committee and representatives at their site with respect to action taken to comply with WH&S requirements.

Employment Terms and Conditions:

The position exists within a set of Terms and Conditions that describe the legal and other framework in which this and other roles within the organisation exist.

Authorised

/ /2021

Signature

SAC CEO
