

BAR SUPERVISOR (Casual)

**Company
Profile**

Our Vision

To be the best theatre company in Australia and lead the cultural conversation.

Our Mission

To create excellence in all forms of theatre with imagination and passion in order to entertain, challenge and inspire audiences.

About MTC

Melbourne Theatre Company is one of Australia's flagship performing arts companies and has been enriching lives through the storytelling power of the finest theatre imaginable for over 60 years. Under the leadership of Artistic Director Brett Sheehy AO and Executive Director Virginia Lovett, MTC produces classic and contemporary Australian and international theatre.

MTC produces an annual subscription season of up to twelve productions plus an extensive Education Program; a Women in Theatre Program; a multicultural artists program (MTC Connect); a family theatre program; regional, national and international tours; and regularly collaborates with companies and artists from the independent and small-to-medium sector through NEON NEXT and other initiatives.

MTC employs over 500 artists and industry professionals each year (with approximately 97 permanent staff), producing over 600 performances a season. It has a subscriber base of almost 18,000 people, with more than 200,000 attendances to its productions annually. MTC is a semi-autonomous department of the University of Melbourne.

Southbank Theatre is located in the heart of Melbourne's Southbank Arts Precinct. Each year around half of the mainstage season is performed in the 560-seat Sumner, with smaller-scale works and other activities in the 150-seat Lawler. The balance of the mainstage season is staged at nearby Arts Centre Melbourne's 882-seat Playhouse and 376-seat Fairfax Studio, with the four theatres enabling MTC to present works of a wide variety and scale.

**Purpose of the
Position**

With the Bar Manager, the Bar Supervisor is responsible for the efficient operations of the Southbank Theatre foyer bars. The Bar Supervisor ensures Bar Attendants are appropriately deployed to provide the high quality service required to fulfil the patron experience whilst in our venue. The position is hands-on and the Bar Supervisor is often the first point of contact for patrons.

Duties & Responsibilities

Responsibilities include, but are not limited to:

Staff Management

- Supervise the deployment of Bar Attendants to ensure that all Bar functions are appropriately resourced, within agreed staffing allocations
- Supervise Bar Attendants while on duty, ensuring patrons receive friendly, courteous, professional service at all times
- Supervise Bar Attendants so as to be able to carry out their duties within MTC policy and procedural guidelines
- Facilitate ongoing training of staff, where required, in procedures and duties.

Customer Service Management

- Conversant with all customer service bar related requirements for each performance and at other times when the Theatre is open, and ensure they are met
- Perform bar service and cleaning to a consistently high standard
- Ensure internal signage, fixtures and fittings in the foyer bars are positioned and presented appropriately

Operational Management

- Supervise stock, cash handling, accounting and reconciliation of bar sales
- Ensure MTC's Liquor Licensing requirements are met at all times
- Maintain all reports, policies, procedures, files and other documentation
- Oversee housekeeping requirements, including removal of rubbish
- Adhere to all requirements of the Occupational Health and Safety Act and Regulations and MTC's Environment Health and Safety policies and practices, for the public, yourself, all customer service staff and other colleagues
- To monitor and review all bar-related tasks and operations with a broad overview of operational matters, venue condition, stock levels and technical systems, and report any feedback
- Other duties as required

Emergency and Incident Management

- As the venue Deputy Duty Building Emergency Controller (Deputy Duty BEC) the Bar Supervisor is expected to work with the House Supervisor (Duty BEC) to manage the health and safety of patrons and staff in the venue during performance times.
- The role is expected to support the Duty BEC with the coordination of first responders in a range of emergency situations and may be required to determine the actions of trained wardens onsite during emergencies.
- The Bar Supervisor may be required to assist with a full or partial evacuation of the building or assist with a shelter in place in response to internal/external threats to health and safety.
- The position may be required to make and communicate key decisions in an emergency, coordinate with emergency services personnel, and report back on incidents, near-misses and evacuations.

Skills & Attributes

- Current First Aid certificate (preferred but not essential)
- Responsible Service Of Alcohol Certificate
- Food Handling qualification (preferred but not essential)
- Broad experience in hospitality and supervising bars, preferably in a theatre environment

- Computer skills - Word and Excel with prior knowledge of computerised point of sales systems and reporting finance packages
 - Emotionally mature with a calm temperament and a sense of humour
 - Demonstrated successful supervisory experience in a similar customer service role
 - Excellent communication skills (verbal and written), particularly the ability to communicate with broad customer groups
 - Able to cope with a wide and varied workload, work flexible hours in accordance with peak periods and operate under pressure
 - Demonstrated ability to work autonomously with minimal direction
 - Able to provide quality customer service at a consistently high level
 - Applicants with a background in House Supervising and/ or an interest in learning to be a House Supervisor are preferred.
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Reporting and Working Relationships

The Bar Supervisor reports directly to the Bar Manager. Other key working relationships are with the House Services Manager, Theatre Operations Director, House Supervisors, Building Services Manager and other MTC staff. The other key relationship is with our catering supplier/café operator, Script Bar and Bistro.

Environmental Health & Safety

All MTC staff are responsible for the following safe work procedures and instructions:

- All employees are to comply with the EHS manual
- Adopt work practices that support EHS programs
- Take reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
- Seek guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to supervisor
- Must not wilfully place at risk the health or safety of any person in the workplace
- Participate in meetings, training and other environment, health and safety activities
- Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
- Wear personal protective equipment as provided
- Use equipment in compliance with relevant guidelines, without wilful interference or misuse
- Must cooperate with MTC management in relation to actions taken by MTC to comply with Occupational Health and Safety and Environmental legislation.

In addition, people who supervise the work of others are responsible for:

- developing new work procedures, as required, in conjunction with relevant persons
- providing all staff with relevant EHS information in an appropriate manner
- providing personal protective equipment and clothing if hazards cannot fully eliminated

- providing adequate supervision through technical guidance and support
- identifying and control hazardous conditions
- providing appropriate facilities for safe storage, handling and transport of hazardous substances ensuring that all accidents and injuries are reported.

Access & Inclusion

MTC is an Equal Opportunity Employer committed to providing a safe working environment. We embrace and value diversity and inclusion in the workplace. Diversity includes all the ways in which employees differ, and the valuable contribution that all of these differences bring to the Company.

MTC encourages applications from Aboriginal and Torres Strait Islander people, people with diverse cultural backgrounds and people with disabilities. It is our policy to consider reasonable adjustments for qualified applicants with disabilities.

Conditions

MTC is an equal opportunity, smoke-free, family friendly employer.

The casual position is covered by the *Melbourne Theatre Company Production and Theatre Service Employees Agreement 2015 – 2017*, set at level 5.

Overtime, where applicable, is paid as set out in the Agreement.

Hours are structured around the opening hours of the Southbank Theatre and the working week encompasses evenings and weekends with a focus on Saturdays and Wednesdays.

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