

WHITEHORSE CITY COUNCIL

Position description

Job title: Bar and Front of House Supervisor	
Classification: Band 5	Effective Date: July 2022
Reports to: Visitor Services Team Leader	Tenure:

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The Bar and Front of House (FOH) Supervisor will ensure a welcoming environment, attractive presentation and smooth operation of the Whitehorse Performing Arts Centre (WPAC) Front of House areas. They will ensure a high quality customer experience is maintained for visitors, patrons, hirers and stakeholders of the venue.

Key Responsibilities

Position Specific Responsibilities

Bar & Front of House

- Supervise the planning and operation of the Bar and Front of House (theatres) areas to meet visitor expectations and venue service standards.
- In consultation with the Visitor Services Team Leader develop sales and marketing strategies to increase hospitality trade and return for the centre.
- Coordinate the food and beverage ordering process and stock management for the foyer bar in collaboration with the Senior Functions Supervisor.
- Negotiate with suppliers and coordinate stock requirements in a cost effective manner.
- In consultation with the Visitor Services Team Leader develop Bar and FOH procedures to ensure a customer and client focused service exists for all stakeholders
- Create a culturally inclusive environment with accessibility and outreach to community members including CALD, LGBTQIA+ and First Nations communities.
- Respond to client and patron services issues and requests in a timely manner.
- Liaise with production staff to ensure that performances start on time.
- During performances and functions ensure Bar and FOH procedures and practices are effectively delivered including staff coordination, bar is stocked and well-presented, sale strategies adopted, income reconciled and the venue is tidy, accessible and clean at all times.
- Ensure all access requirements are in place to support people of all needs to attend the centre.
- Ensure content warnings are communicated and displayed appropriately where required.
- Ensure a high level of cleanliness and hygiene of the FOH and bar areas is maintained and cleaning is done while shows are in session.

- Set up mobile bars and/or provide a roving food and beverage service as required.
- Provide information to customers about current and forthcoming shows and exhibitions.
- Close the venue at the end of each shift, ensuring there are no members of the public in the venues, doors are locked, financials are reconciled and reports are completed.
- Out of hours work is required for this role to deliver services and events.

People & Teams

- Supervise and roster the Deputy Bar and FOH Supervisors and Front of House staff in an efficient manner.
- Supervision of front of house staff and volunteers, liaising with staff and crew attached to productions or functions, ensuring staff are across all relevant information including show warnings and accessibility considerations.
- Ensure staff are complying with all aspects of the Responsible Service of Alcohol and Venue Liquor License.
- Ensure staff are complying with all aspects of Food Safety and Handling Standards.
- Ensure all Deputy FOH Supervisors, Staff and Volunteers make customers feel welcomed and attend to the needs of patrons in a friendly and courteous manner at all times.
- Provide on the job training to the team to ensure a high quality customer service experience and identify other development opportunities.

Safety & Emergency Management

- Ensure a safe environment for all centre staff, users and patrons and ensure OH&S requirements are met.
- Ensure the security of the venue in accordance with the FOH Procedures and OH&S Manuals.
- Supervision of public safety during shifts, acting as Chief Warden, calling an evacuation or an ambulance as required.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: N/A

Staff responsibility:

- The position is responsible for the supervision of the Deputy Bar & FOH Supervisors, Front of House Attendants and Volunteers.

Decision Making:

- This position works within clear objectives and within existing policies and procedures for the WPAC.
- The position must ensure that the team works within in the requirements of the Venues Liquor License and practices Responsible Service of Alcohol.
- The position must ensure that the team works within in the requirements of Food Handling and Safety
- The ability to problem solve using the application of professional knowledge and associated policies, procedures or guidelines.

- The position will occasionally encounter problems that are more complex in nature and may need to use creativity and discretion to resolve them.
- Guidance and advice would usually be available within the time required to make a choice.

Key Relationships

- Excellent verbal skills with the ability to communicate effectively with staff, customers, artists and hirers with ability to gain their cooperation when required.
- Ensuring customers receive a high quality experience.
- Ability to communicate effectively with a range of different cultural and social groups.
- Sound written skills and the ability to prepare reports and documentation in relation to key issues such as financial information, customer complaints safety matters.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- A relevant degree or diploma with some relevant work experience or lesser formal qualifications with relevant work skills.
- Knowledge and skills in providing a high quality customer experience in a theatre and/or hospitality environment
- Demonstrated ability to supervise staff.
- Demonstrated ability to resolve problems and the ability to remain calm in a fast paced environment.
- Sound working knowledge of the performing arts.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Demonstrated ability in MS Office suite.
- Ability to work with Point of Sale Technology and online digital venue based technology.

Interpersonal

- Excellent verbal skills with the ability to communicate effectively with all stakeholders and the ability to gain their cooperation, when required.
- Ability to liaise effectively with key stakeholders from a range of different cultural and diverse backgrounds.

- Ensure customers feel welcomed, and attend to the needs of patrons in a friendly and courteous manner.
- Sound written skills and the ability to prepare reports and documentation in relation to key issues such as financial information, customer complaints safety matters.

Leadership/management:

- Supervise staff in the provision of Bar, Ushering and Front of House services.
- Ability to manage and prioritise workloads effectively and to equitably distribute to a number of staff.
- Provide on the job training on providing a high quality customer experience and identifying development opportunities to improve staff skills.

Key Selection Criteria

1. A relevant degree or diploma with some relevant work experience or lesser formal qualifications with relevant work skills.
2. Knowledge and skills in providing a high quality customer experience, preferably in a commercial hospitality or performing arts environment.
3. Demonstrated ability to supervise staff.
4. Excellent verbal skills with the ability to communicate effectively with staff, customers, artists and hirers with ability to gain their cooperation when required.
5. Demonstrated ability to resolve problems in a fast paced environment.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Commercial kitchen clean up - rolling up mats	5mins x 4mats		
	<ul style="list-style-type: none"> - Getting supplies from lower cupboards - Turning on glass chiller - Theatre clean up - Toilet refresh - Full clean 	Up to 10 times per shift Up to 2 times per shift Intermittent over 15 minutes Intermittent over 5 minutes Occasionally – up to 60mins		
Hand/Arm Movement Tasks involve use of hand/arms	Serving <ul style="list-style-type: none"> - Across kiosk - Table service - Restocking - Toilet refresh - Washing up - Cleaning, vacuuming (self-propelled duplex) - Cleaning - Mopping 	2 x 20 minute intervals Up to 50% of shift/20mins Up to 30mins of shift, up to 15kg 5 minutes Up to 20% of shift/2hrs Up to 25% of shift/1hr Up to 50% of shift Up to 25% of shift		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	<ul style="list-style-type: none"> - Table Service - Restocking Room set up <ul style="list-style-type: none"> - Tables - Chairs - Screens - Mobile stages - Emptying rubbish bins <ul style="list-style-type: none"> - Rolling up mats 	Intermittent low load over 50% shift Intermittent low load approx. 30min Up to 100% of shift, if demand required.		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
	- Taking bin out of wheelie bin and placing in dump master	5 minutes x 4 mats 8-10 times per month		
Standing Tasks involve standing in an upright position	For all tasks except theatre ushering.	Up to 100% of shift in standing intervals with walking.		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Kiosk - Getting stock - Restocking - Storeroom work - Plate retrieval - Stock retrieval	Maximum of 40 times reaching above shoulder over 1 hour Max 5 % of shift Max 5 % of shift/30mins Max 5 % of shift/30mins		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	All tasks require walking	Up to 100% of shift		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	- Dishwasher retrieval - Table service Restocking - Boxes of confectionary (light) - Boxes of drinks	Up to 30 minutes Up to 50% of shift/1hr Up to 3% of shift time/30mins		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
		Up to 20kg, 30mins		
	Taking bin bag (20-30kgs) from wheelie bin and placing in dump master.	8-10 times once a month		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	<ul style="list-style-type: none"> - Pushing chair trolley - Team of 2-3 people pushing mobile bar - Team of 2-3 people pushing dump master - Up and closing retractable wall panels. - Pushing screens and mirrors (cashiers) - Assisting pushing patrons on wheel chairs 	<p>Up to 10% shift time</p> <p>4 times per year</p> <p>Up to 2 times per week</p> <p>Up to 20 minutes</p> <p>Up to 10 minutes</p> <p>Occasional</p>		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Emails, spreadsheet reconciliations	Up to 3hrs of computer workstation duties		
Satisfactory Vision Standard of vision required equal to that required for driver's license		Required		

Any other relevant comments: