

POSITION DESCRIPTION

VENUE MANAGER

Purpose of Role

The Venue Manager is accountable for ensuring the front of house operations and venue experience aligns with and meets organisational values, standards, business strategies and budget objectives.

Working closely with the Head Chef and supervising the Bar Manager you will ensure the delivery of great product and customer service to guests visiting Bright Brewery. This incorporates continually improving the service offering through recruitment, induction and training of staff, review of operating processes and effective inventory management.

Reports

This role reports to the General Manager.

Manages the Bar Manager, Assistant Bar Manager, Supervisors and Bar staff.

Works closely with other members of the Bright Brewery Management Team (BBMT) including the General Manager, Head Chef, Administration Manager, Marketing Manager, Head Brewer, Logistics Manager and National Sales Manager.

KEY TASKS

The key tasks that the Venue Manager performs are:

Ensure a safe working and customer environment at all times.

- Responsibility for OH&S of the venue including implementing organisation OH&S systems and processes and familiarisation with OH&S compliance responsibilities.
- Ensure staff induction processes and training include necessary and appropriate modules and demonstration of competency in areas of safe working methods and policy & procedures including but not limited to venue operations manual, Code of Conduct and HR.
- Respond to observed or reported hazards, incidents, or complaints in a timely manner according to Bright Brewery policy and procedures.
- Along with the Bar Manager, undertake regular Bar safety audits and follow-up.

Customer Service

- Work with the BBMT to develop and review service strategies that align with organisation values and strategies.
- Ensure staff induction processes and training include necessary and appropriate modules and demonstration of competency in customer service that aligns with organisation values and standards. Including but not limited to ensuring staff are suitably trained and demonstrate competency in operating systems, service standards and the requirements of the roles they are assigned to in the venue.
- Work with the BBMT to develop and review processes for measuring customer experience and satisfaction against organisation targets and standards.
- Working with the Bar Manager to ensure agreed service standards are implemented including staff customer service, venue appearance & cleanliness and product offering.
- Work with Bar Manager to respond to observed or reported customer service incidents, feedback, or complaints in a timely manner according to Bright Brewery policy and procedures.
- Working with the Bar Manager, ensure training is provided to staff to support the ongoing delivery of organisation expected standard of customer service.
- Work with the Head Chef to create menus and service processes that meet the organisation objectives and varying demands of the venue.

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- Implement changes and improvements as required to the POS, rostering and booking systems to improve efficiency and standard of service in the venue.
- Work with the Bar Manager and marketing & events team as required to develop venue events calendar, event framework, operating processes, and the implementation of events at the venue (including events held on the Paddock).

Manage the Bar Team

- Provide leadership and direction to the Bar Manager who has the responsibility for the day-to-day operational management of the front of house team.
- Ensure 121 discussions/reviews are carried out for all staff members.
- Manage the recruitment, induction, and training of new members of the Bar/front of house team.
- Manage rosters for Bar staff to achieve target wage cost levels and ensure timely approval of timesheets.
- Manage the performance of the Bar Manager and supervisors and develop a program of reviews and training to enable further development within their roles.
- Work with the Head Brewer to develop a process for the technical training of bar and wait staff.
- Ensure systems for cash and stock handling are continuously reviewed and correctly implemented by the Bar Manager and Supervisors
- Support the Bar Manager and Supervisors in their duties by:
 - Allocating and prioritising their tasks.
 - Supervising their breaks.
 - Encouraging them to work efficiently and with a strong service ethic.
 - Providing on the job training when required.

Develop and improve operational systems of the Bar

- Create, implement, and improve policies, systems and procedures.
- Ensure all communications between Bar and kitchen run smoothly.
- Develop a detailed understanding of the operating systems used in the venue including POS, rostering/time in attendance, comms to kitchen and organisational ERP system

Manage the Bar budget and accounts functions

- Work with General Manager to develop a budget for the department.
- Be accountable for achieving sales and cost targets for the Bar as set in the budget.
- Manage all Bar stock purchasing and stock management.
- Perform regular stock takes as specified in our procedures.

This position involves:

- Flexibility with your working week.
- Punctuality with a well-presented appearance.
- Being the final escalation point for customer questions and complaints.
- Becoming familiar with Bright Brewery, its services and events and being able to advise guests accordingly.
- Attending management / staff meetings and all training sessions as required.
- When required, working as a front-line member of the team in the Bar/Venue.
- Other duties as directed.

Note: We target all employees to work no more than 38.5hours per week on average across a year

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We are AUTHENTIC and genuine in all that we do.

- We do what we say we are going to do.
- We present our business and services truthfully.
- We use natural ingredients to create genuine products.
- Our relationships are honest and respectful.

Our business is SUSTAINABLE.

- We are passionate about the alpine environment that surrounds us and seek to minimise our impact on it.
- We are managing our business for the long-term, providing a viable future for our community, staff and customers.

We are ACTIVE!

- We embrace the outdoors and encourage active lives.
- We are active in the community.
- We continue to review and develop our products and services, so they evolve and grow with the market.
- We are actively managing the business for future success.

Ensure the Bright Brewery values are always in action while performing the role:

Skills Required

- A proven leader with experience in hospitality/tourism at a management level
- Demonstrated skills in high standards of customer service
- Excellent communication skills
- Workforce management and planning experience
- Ability to spot and resolve problems efficiently
- Proven ability to work within financial budgets
- Experience in menu planning
- Ability to develop and document operating systems and procedures and comply with all company policies and procedures
- Ability to act ethically and fairly at all times
- Mature attitude, honest, loyal and exceptional work ethic
- Computer savvy (POS systems, E-mail, MS Word, MS Excel)



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Authority

Without further approval, the Venue Manager may:

- Incur costs budgeted in the retail budget
- Roster staff in accordance with the dollar amounts allowed in the retail budget.
- Provide staff with feedback on their work performance

With the approval of the General Manager, the Venue Manager may:

- Make any changes to the Bar set up that you believe will improve its profitability (e.g., seating layout, menu, opening hours, equipment, etc.)
- Initiate events
- Initiate sales promotions
- Implement growth strategies
- Terminate a staff member (must have General Manager approval), unless situation requires immediate action

The Venue Manager may not:

- Incur costs additional to the retail budget without prior permission of the General Manager

Position Details

- Full time
- Hours include weekend work, evenings and public holidays
- Salary based on performance and training completed as per employment contract
- Discretionary performance related bonus