<table>
<thead>
<tr>
<th>Position Number:</th>
<th>TBA</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Bar Manager</td>
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<tr>
<td>Organisation:</td>
<td>University of Melbourne Student Union Incorporated (UMSU)</td>
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<tr>
<td>Division:</td>
<td>Office of the Chief Executive Officer</td>
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<tr>
<td>Employment Status:</td>
<td>Full time fixed term</td>
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<tr>
<td>Classification Level:</td>
<td>Professional Level 6</td>
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<tr>
<td>Reports to:</td>
<td>Chief Executive Officer (CEO)</td>
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<tr>
<td>Reported to by:</td>
<td>Casual Staff</td>
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<tr>
<td>Incumbent:</td>
<td></td>
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<tr>
<td>Date Effective:</td>
<td>September 2018</td>
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**Background:**

The University of Melbourne Student Union Inc. (UMSU) is an incorporated association and is recognised by the University of Melbourne as the representative body for all students. UMSU is governed by an elected Students’ Council and twelve committees elected by and from students. UMSU is responsible for a broad range of student representative, student engagement and student support activities.

UMSU operates under the principles of Student Unionism which are broadly defined as student control of student affairs.

UMSU staff are organised within five Divisions:

- Advocacy & Legal;
- Arts & Entertainment;
- Communications and Marketing;
- Clubs and Volunteering; and
- Office of the Chief Executive Officer

Each Division is supported by a Student Advisory Group that is comprised of elected student representatives and designed to support ongoing collaboration between UMSU staff and elected student representatives. Student Advisory Groups provide feedback and advice from a student perspective to enhance participation in UMSU operated programmes and services.

The UMSU Constitution establishes that UMSU will:

1. advance the welfare and interests of students;
2. represent students of the University within the University and to the community;
3. provide amenities and services, principally for students and other members of the University community, and incidentally to the public.
4. provide an independent framework for student social and political activity;
5. develop, maintain and support student clubs, societies and associational life generally;
6. promote and defend the rights of students to education on the basis of equality, without regard to race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, political religious or ideological conviction, or national or social origin;
7. oppose violence and/or hatred through militarism, nationalism, or discrimination on the basis of race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, religion, or national or social origin;
8. provide a democratic and transparent forum in which students’ affairs and interests can be governed in an effective and accountable manner; and
9. To promote free and accessible government-funded education.

In order to support these objectives UMSU staff observe the following principles:

Alignment
- All services and programs are aligned with UMSU’s Constitutional objectives
- Responsiveness
- Provide frank, impartial and timely advice to students and student representatives
- Provide high quality services to students
- Identify and promote best practice
- Ensure that services and programs are subject to continuous improvement and respond to stakeholder feedback
- Ensure that services and programs are delivered consistently and reliably, and are available when and where they are needed

Integrity
- Are honest, open and transparent in our dealings
- Use powers responsibly
- Report improper conduct
- Avoid real or apparent conflicts of interest
- Strive to earn and sustain trust at the highest level

Impartiality
- Make decisions and provide advice on merit without bias, favouritism or self-interest
- Act fairly by objectively considering all relevant facts and applying fair criteria
- Ensure decision-making is evidence based
- Implement UMSU policies and programs equitably

Accountability
- Work to clear objectives in a transparent manner
- Accept responsibility for their decisions and actions
- Seek to achieve best use of resources
- Submit themselves to appropriate scrutiny
- Commit to working with each other, students and student representatives

Respect
- Services and programs are delivered in an environment of respect for colleagues, students and student representatives
- Contribute to a workplace that is free from discrimination, harassment and bullying

Leadership
• Actively implement, promote and support these values
• Use their views to improve outcomes on an ongoing basis.

**Divisional Overview:**

The Office of the CEO (the Division) provides professional and administrative support to the CEO across numerous functional areas across the organisation. Within the Division, the Bar Manager provides leadership in relation to the development, implementation, and effective operation of UMSU’s commercial bar and related activities, ensuring that the Ida Bar remains a key component of UMSU’s service provision to university students.

**Position Summary:**

Operating under broad supervision, the Bar Manager is responsible for the effective and efficient management of the bar service within UMSU, and ensuring that all customers are served promptly, courteously, and in accordance with standard operating procedures, liquor licensing regulations and all relevant legal obligations.

This position is also responsible for ensuring a safe and comfortable environment where the needs of students and internal stakeholders are not only met but exceeded, promoting positive image of UMSU at all times.

In achieving these objectives, the Bar Manager will assume responsibility for the management of both financial and human resources relevant to the operation of the Bar.

**Key Accountabilities**

**Bar Management**

- Ensure that the operation of the Bar is consistent with aims and objectives determined by Students’ Council;
- Assume responsibility for the overall management of food and beverage service;
- Liaise and communicate regularly with all internal and external stakeholders to ensure the effective operation of the premises;
- Foster a positive attitude and team culture, leading by example, and setting the standards and encouraging mutual respect of others; and
- Work constructively and collaboratively with staff, student representatives and volunteer program directors to support and enhance events across the organisation, whilst ensuring adherence with established event management processes;
- Train and develop the team to ensure food & beverage service is to specification, ensure collegiate, cooperative relationships that result in customers’ expectations being exceeded through excellent service provision.

**Budget and Finance**

- Promote sales and monitor financial performance, providing regular reports to the CEO;
- Ensure the effective promotion and sale of food and beverage items to ensure financial and budgetary objectives are met;
- Ensure that UMSU Financial Procedures are followed including the management of daily takings and associated cash-handling requirements;
- Prepare quotes and costings for clients;
- Develop the annual budget for the UMSU Bar in conjunction with the CEO; and
- Monitor financial performance, identifying trends and issues and recommend actions to the CEO.

**Business Development**

- Identify and implement new strategies to promote sales and improve operational performance;
• In partnership with the communications and marketing division, identify opportunities and execute strategies for the ongoing promotion and marketing of the Ida Bar;
• Execute marketing, social media and promotional activities in line with UMSU’s brand guidelines, events calendar.

Operations
• Oversee the development and promotion of the Bar food and beverage menu, ensuring that the menu is regularly updated to meet customer expectations;
• Ensure portion and stock control mechanisms are in place and monitoring levels of waste;
• Maintain regular cleaning and maintenance of outlets, work areas, tableware, utensils and other materials and equipment used by the bar;
• Manage and coordinate staff rostering;
• Work collaboratively with UMSU-affiliated clubs and societies to support and enhance their events and activities;
• Ensure work practices comply with Occupational Health and Safety requirements and all legal requirements relevant to the sale and service of food and alcohol;
• Ensure that all staff have appropriate certification and accreditation and for maintaining a record of certification and accreditation; and

Customer Service
• Maintain a high quality of food and beverage offerings, and ensure that service levels, cleanliness and customer needs are met at all times;
• Proactively strive to meet customer’s needs and wants, in order to ensure a quality experience;
• Develop and maintain professional working relationships with internal and external customers including staff, student representatives and volunteer program directors;
• Implement systems to gather and assess customer feedback, and identify and implement changes to operations that improve customer experience; and
• Check customer satisfaction regularly, ensuring all feedback is dealt with in a professional and efficient manner to maintain the reputation of UMSU.

Health & Safety and Environmental Responsibilities of Staff

General Responsibilities

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. OHS responsibilities applicable to positions are published at: OHS Roles and Responsibilities

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Employees.

Authority to Act

Executive authority to act is defined in:
• University of Melbourne Statutes and Regulations; and
• Individual position descriptions.

SELECTION CRITERIA

Essential Skills and Qualifications:
At least 2 or more years’ previous experience in management within a high paced bar/entertainment environment coupled with relevant Tertiary qualifications in catering and/or hospitality management;

- Proven ability to effectively supervise numerous staff, with the ability to coach and mentor individuals to achieve set training and development standards;
- Current Responsible Service of Alcohol (RSA) certification, and completion of, or willingness to complete, relevant Licensee training;
- Demonstrated passion for delivering great customer service;
- Well-developed verbal and written communication skills, including the capacity to engage with numerous different types of key stakeholders across all levels of the organisation;
- Understanding of Hazard Analysis Critical Control Point (HACCP) approach to food safety, or similar food safety frameworks; and
- Working knowledge of various computer software programs (MS Office, restaurant management software, POS).

**Desirable Skills and Qualifications:**

- Current Food Safety Supervisor Certificate
- Demonstrated commitment to the principles of Student Unionism

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*I have read, understood and agree to comply with the position description.*

Signed: __________________________ Date: ___________

(Incumbent)

Signed: __________________________ Date: ___________

(Supervisor)