

# MANDURAH PERFORMING ARTS CENTRE

## POSITION DESCRIPTION

<b>POSITION:</b>	<b>BAR AND FUNCTIONS COORDINATOR</b> Casual Position
<b>DEPARTMENT:</b>	Front of House
<b>UNDERLYING AWARD:</b>	LIVE PERFORMANCE AWARD

## ABOUT MANDURAH PERFORMING ARTS CENTRE

Mandurah Performing Arts Centre is more than a performing arts centre. It's a hub for extraordinary, dynamic and creative ideas – a centre for the arts.

ManPAC is a national leader in the curation and presentation of quality arts and cultural experiences that are relevant to local artists, audiences and the community. ManPAC is committed to presenting, commissioning and creating work which aspires to build a more inclusive, resilient and enlightened Mandurah community.

ManPAC programs theatre, dance, music, visual arts, physical theatre, festivals, movies, workshops, community engagement, youth and children's events.



## OUR VISION

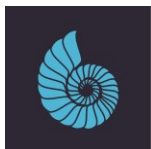
Mandurah Performing Arts Centre is one of Australia's leading centres for the arts.

## OUR PURPOSE

Mandurah Performing Arts Centre exists to celebrate and share arts and cultural experiences, to unite our community and make Mandurah a great place to live.

## OUR VALUES

- **Excellence** We are passionate about providing our audiences with outstanding experiences.
- **Creativity** We encourage smart risk-taking, learning and change through creativity.
- **Connection** We connect and energize our community through arts and culture.
- **Respect** We are a company whose relationships are based on mutual respect.



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## ABOUT THE ROLE – BAR AND FUNCTIONS COORDINATOR

Mandurah Performing Arts Centre is looking for a highly motivated and hands-on Bar and Functions Coordinator to join their team.

The Bar and Functions Coordinator is responsible for efficiently coordinating the bar and function activities required for all the Centre's performances, functions, conferences and other events.

The duties of the role include the coordination of all catering and beverage requirements from start to finish including liaising with clients, preparing catering quotes and orders, rostering of casual staff, cash handling and reconciliation, stock control, invoicing and placing of all order for events.

This role will be responsible for delivering a high-quality customer service experience to patrons and clients through providing accurate information and services to customers at all times.

The successful applicant will thrive in a customer-focussed environment and will report to the Venue Services Manager to ensure the efficient and cost-effective delivery of ManPAC's Bar and Functions operations.

### **Desirable attributes, skills and experience for this role include:**

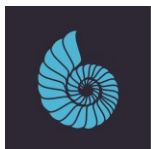
- Previous experience in coordinating bar services and event functions.
- Basic Food Safety Accreditation.
- Food and beverage service experience – must hold RSA.
- Excellent communication, presentation and customer relation skills.
- Strong administration skills with attention to detail.
- Effective time management and ability to work in teams and autonomously.
- Ability to work a flexible roster including night and weekend shifts.
- A willingness to participate in continuous improvements of service.
- WA approved Manager License.

This is a casual position and some work outside business hours will be required. Salary will be negotiable based on skills and experience. Immediate start available.

## DUTIES & RESPONSIBILITIES

**Under direction of the Venue Services Manager coordinate supervise the day-to-day operations of the Bar and Functions in accordance with ManPAC's Policy and Procedures.**

- Manage and implement the rosters of casual hospitality staff.
- Ensure compliance with the cash handling policy of the Centre.
- Ensure correct payment amount is taken with each transaction.
- Ensure that the correct change is given.
- Ensure that the stock control is accurate and correct.
- Ensure that each customer is afforded an excellent standard of customer service
- Ensure that the stock is accurate and correct
- Supervise the activities of the casual Bar and Functions staff.
- To carry out extra duties as required by the Venue Services Manager.



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## Other Duties & Responsibilities

- Provide efficient support for the Centre's administrative functions.
- Liaise and maintain relationships with hirers, patrons, suppliers, sponsors and other stakeholder.

## SKILL REQUIREMENTS

### Essential:

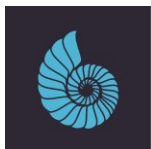
- Previous experience in coordinating bar services and event functions.
- Basic Food Safety Accreditation.
- Food and beverage service experience – must hold RSA.
- Highly developed communication, interpersonal and negotiation skills.
- High standards of personal presentation.
- The ability to maintain good working relationships with a wide range of people at different levels both internal and external to the organisation
- Well-developed organisational, time management skills and ability to work in teams and autonomously.
- Demonstrated capacity to be highly organised, determine workloads, set priorities, work under pressure and complete tasks within specified timeframes.
- Ability to work to a high level of efficiency in stressful periods leading up to and during events
- A high level of IT literacy with knowledge and experience in using the standard Microsoft office suite.
- A commitment to a high level of customer service.
- Ability to supervise and lead a Bar and Functions team and work in a team environment.
- Exceptional attention to detail and accuracy
- WA approved Manager License.
- Ability to work a flexible roster – evenings, weekends and public holidays and occasional extended shift hours due to the requirements of Function and events.

### Desirable:

- Accreditation in Hospitality, Customer Service or relative tertiary accreditation.

## ATTRIBUTE REQUIREMENTS

- Ability to supervise a Bar and Functions Team.
- Strong customer service and administration skills.
- High level of attention to detail.
- Strong ability to multi-task and work effectively with minimal supervision.
- Ability to operate autonomously, as well as within a team environment
- Exceptional organisational skills, in relation to deadlines and time management.
- Ability to think creatively and effectively utilise problem solving skills.
- Ability to work under pressure.
- A positive team player, prepared to perform a range of tasks.
- Strong skills in organising, prioritising and managing your own workload to meet deadlines.
- Proven ability to build relationships and manage competing stakeholder requirements.



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- Flexibility and positive attitude to work outside normal business hours.
- A willingness to participate in continuous improvements of service.

<b>KEY RELATIONSHIPS</b>	
REPORTS TO	<ul style="list-style-type: none"><li>• Venue Services Manager</li></ul>
SUPERVISION OF	<ul style="list-style-type: none"><li>• Casual Bar and Functions Staff</li></ul>
KEY WORKING RELATIONSHIPS	<ul style="list-style-type: none"><li>• Venue Services Manager</li><li>• CEO</li><li>• Marketing Team</li><li>• Box Office Team</li><li>• Technical Team</li><li>• Finance Team</li><li>• Art Gallery Coordinator</li><li>• Centre Volunteers (FOMPAC)</li><li>• ManPAC Board members</li><li>• ManPAC Patron Program members</li><li>• ManPAC artists and audiences</li></ul>
KEY EXTERNAL RELATIONSHIPS	<ul style="list-style-type: none"><li>• Venue Hirers</li><li>• External suppliers</li><li>• Sponsors and Partners</li><li>• Patrons</li><li>• Suppliers and Representatives</li></ul>