

POSITION DESCRIPTION

Job Title:	Casual Bar Staff
Job Type:	Casual
Location:	Darwin, Northern Territory
Department:	Bars
Reports to:	Bars Manager
Remuneration:	Hospitality Industry (General) Award 2010
Engagement:	Multiple positions available, 8-25 August 2019
Date Prepared:	June 2019

SUMMARY

Darwin Festival is northern Australia's leading 18-day international multi-arts festival.

Attracting attendances of more than 105,000 and delivering 230 performances across 30 venues annually, the 2018 Darwin Festival featured 703 local, national and international artists, and was delivered by 100 staff supported by 120 Festival volunteers.

With ticket sales and the number of participating artists more than doubling across the past two seasons, Darwin Festival is fast establishing itself as Australia's leading tropical winter arts festival.

ROLE DESCRIPTION

Casual Bar Staff will support the Bars Manager and Bars Supervisors in the successful delivery of bar services and stock control of the Darwin Festival bars at each Festival site.

Casual Bar Staff are directly supervised by the Bar Supervisors and report to the Bar Manager.

This position is ultimately responsible to the Chief Executive Officer.

KEY RESPONSIBILITIES

- 1. Bar Operations**
 - Undertake cash and EFT bar sales
 - Ensure the Darwin Festival Bars provide excellent customer service at all times and assist members of the public to engage with the Festival
 - Ensure hardware or software faults are immediately communicated to a supervisor
- 2. Financial Operations**
 - Cash handling
 - Operating EFTPOS payment devices and ensuring transactions are processed accurately

3. Communication

- Work collaboratively with all members of the Darwin Festival team to ensure open and clear communication channels are maintained for sharing information
- Participate in staff meetings when required

4. Occupational Health, Safety and Welfare

- Participate in risk assessments and site inductions as required
- Adhere to best practice WHS management and operating procedures

5. General

- Other duties as directed by the Bar Manager, Bar Supervisors or CEO

KEY RELATIONSHIPS

Internal Relationships

Casual Bar Staff assist the Bar Manager and Bar Supervisors in the professional and efficient operations of the Darwin Festival bars.

External Relationships

Casual Bar Staff maintain positive relationships with the general public.

KEY COMPETENCIES

Accountabilities

- Demonstrate professional bar services for Darwin Festival
- Demonstrate positive, friendly and efficient customer service
- Demonstrate accuracy across financial transactions
- Demonstrate adherence to Darwin Festival Policy & Procedures
- Deal with internal and external stakeholders professionally at all times to uphold, enhance and further the professional profile of Darwin Festival
- Demonstrate excellent verbal and written communication skills, and participate as a team player with a positive, collaborative and inclusive attitude

ESSENTIAL SELECTION CRITERIA

- Current RSA Certificate, to be submitted with application
- Excellent customer service skills
- The ability to work in a small team and to demonstrate initiative
- The ability to multitask in a busy environment under pressure while responding to a variety of demands from customers and colleagues
- Cash handling experience
- Previous bar experience in a festival or major event environment desirable

APPLICATION PROCESS

Interested applicants should submit a CV and a cover letter addressing the selection criteria and qualifications, experience and skills to contact@darwinfestival.org.au

For inquiries, please contact Miriam Scapin, Festival Administrator, on (08) 8943 4200.

Applications close on Monday 24 June 2019 at 5.30pm (ACST).