

POSITION DESCRIPTION

Position: Wined Bar Manager

Department: Wined Bar (Restaurant)

Reports to: General Manager

Objective

To lead and oversee the day-to-day operations of Wined Bar, creating a warm and welcoming environment that delivers an exceptional customer experience for all guests. Ensure the Wined Bar reflects the quality, professionalism and hospitality of the National Wine Centre, while working collaboratively with the Kitchen, Tourism and Sommelier teams to deliver a seamless and integrated experience.

Responsibilities

Operations & Service Standards

- Lead by example and demonstrate a hands-on approach to the management of the outlet.
- Develop and implement service standards and procedures.
- Constantly review the product and service, in conjunction with the Kitchen, Tourism and Sommelier teams, with a view to improving quality and productivity.
- Maintenance of all equipment requirements, liaising with the Operations Manager on purchase requirements.
- Ensure and maintain a high standard of presentation of Wined Bar.

Financial & Cost Management

- Manage direct costs of the Wined Bar, including cost of goods & wages, to ensure profitability.
- Ensure timely and accurate financial and reporting.
- Liaise with the Corporate Services Manager and Cost Controller to ensure all food & beverage items are correctly costed and selling prices are set accordingly.
- In conjunction with the Cost Controller, manage POS systems.
- Assist Executive Team in budget and strategy preparations.

Product, Wine & Stakeholder Collaboration

- Manage tourism activities in conjunction with the Tourism & Guest Services Manager.
- Liaise with key stakeholders to ensure constant communication and feedback lines are open.
- Liaise with the Sommelier, to ensure Wined Bar staff are conversant with the tasting room range of wines.
- Establish and maintain beverage selections and par levels in Wined Bar.

Team, Compliance & Leadership

- Develop strong inter-departmental relationships, particularly with Events, Tourism and Kitchen operations.
- Develop the Wined Bar team by establishing effective employee relations and a comprehensive training.
- Attend Management Meetings with the General Manager and Management Team.
- Adhere to the Responsible Person roster ensuring a badged person is always on duty in the Venue.

- Identify and implement succession planning and a formal training calendar, with a view to building and maintaining an effective team.
- Ensure the team always follow all relevant Policies & Procedures.

Person Specification

- Previous experience in a similar senior F&B role
- Exceptional leadership and communication skills with an interest in developing people
- Possess good interpersonal skills and ability to work in a team environment.
- Sound understanding of hospitality operations
- Experienced in rostering, labour, food & beverage cost management.
- Strong organisational skills and the ability to work confidently and autonomously
- Experience & understanding of financial reporting procedures.
- Flexibility to work across a seven-day roster

Physical Duties *(including but not limited to):*

- Lifting/carrying furniture, tables, chairs, glass racks, beverage stock, dry goods stock, drink trays, coffee cup trays, plates (food & clearing), food platters, table linen, cutlery baskets, chinaware & boxes of wine.
- Pushing & pulling table trolleys, goods trolleys, chair trolleys, plant boxes, coat racks, mobile bars, beverage stock trolleys, full linen bags, client boxes/banners.

Work Health Safety & Wellbeing

- All Supervising staff are required to implement and maintain the National Wine Centre's WHS Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards.
- All other staff will assist the National Wine Centre to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures.
- Where appropriate, staff will initiate and participate in worksite inspections, incident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
- Staff should report any unsafe working practices or hazardous working conditions.
- The NWC is committed to providing a safe, respectful, and inclusive workplace and ensuring it is free from workplace harassment, bullying and sexual harassment. Harassment in any form will not be tolerated. The NWC takes proactive steps to identify and eliminate risks of harassment through education, clear policies, risk management, leadership accountability, and by promoting a culture of respect.

Employee Name (Print) _____

Employee Signature _____

Date _____