

# Position description

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<b>Position:</b>	<b>Duty Manager</b>
<b>Reports to:</b>	<b>Starters Venue Manager</b>
<b>Direct reports:</b>	<b>Bartenders; Kitchen Staff</b>
<b>Indirect reports:</b>	-
<b>Volunteers and Interns:</b>	-
<b>Location:</b>	<b>Starters Bar, 157 Frederick Street, North Dunedin</b>

## **Organisation:**

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies.

OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

Structurally, OUSA is divided into 8 departments: Corporate support; Events; Communications and Marketing; Clubs and Socs; Critic; Planet Media Sales; Radio One and Student Support Centre.

With approximately 50 staff and many more volunteers, OUSA is a substantial organisation.

Managers of each department report to the CEO, who is responsible to the Student Executive for the overall management of the organisation.

Each of the departmental managers is responsible for the operations of their department, including staffing, financial management and service provision.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

## **Position purpose:**

- To provide overall supervision of Starters Bar
- To lead by example and ensure that bar and kitchen staff are clearly directed and operate responsibly within the guidelines, policy & procedures of the venue
- To assist and provide quality customer service to patrons and foster a positive reputation for the venue

## **Areas of Responsibility**

Area	Expected Outputs
<b>People Management</b>	<ul style="list-style-type: none"> <li>• In the absence of the Venue Manager, take responsibility for, supervise, and manage all bar and kitchen staff within the venue</li> <li>• Act as liaison and point of contact for all security staff</li> <li>• Bring to the attention of and brief the Venue Manager around any day to day operational issues of concern</li> <li>• Call in, take responsibility for, supervise, and manage any additional staff that may be required from time to time. For example, unexpectedly high patronage or special events. Advise the Venue Manager of any additional staff required</li> <li>• Foster a positive team environment within the bar</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Access petty cash if required, for example for unexpected shortfall of supplies</li> <li>• Prepare for start of trade and manage point of sale transactions</li> <li>• Cash up at the close of business</li> <li>• Carry out any other cash handling procedures in accordance with Starters Bar policy</li> </ul>
<b>General Tasks</b>	<ul style="list-style-type: none"> <li>• Customer service</li> <li>• Ensure customers are of the required legal drinking age</li> <li>• Ensure the team works well together and maintain a warm, welcoming environment</li> <li>• In the absence of the Venue Manager, take responsibility for the venue as expected</li> <li>• Manage any customer complaints, or complaints from external parties in a professional manner</li> <li>• Be the point of contact for external authorities including the Police, Licensing Authority, or Council</li> <li>• Ensure the venue is maintained to a high standard at all times including bathrooms and toilets</li> <li>• Ensure toilets and bathroom consumables are well stocked</li> <li>• Prepare and manage assist with the set-up of any third party performers and/or events</li> <li>• Assist with and manage short order kitchen staff and cooks as required</li> <li>• Be familiar with all operational facilities within the venue, for example gas appliances and power supply and ensure all operational facilities are powered off at the close of business</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Perform regular visual hazard checks of Starters Bar facilities</li> <li>• Ensure identified hazards are reported to the Venue Manager to upkeep of the physical and electronic Recreation Department hazard registers</li> <li>• Induct new Bar Staff and any third party performers into OUSA's health and safety policies and guidelines</li> <li>• Encourage co-workers to participate in health and safety</li> <li>• Check-in contractors performing work in the building</li> </ul>

	<ul style="list-style-type: none"> <li>• Where contractors are not on the Otago University approved contractors list assist the manager in vetting their health and safety systems</li> <li>• Take personal responsibility for engaging in OUSA's no-harm, health and safety culture</li> <li>• Be familiar with the hazard register for the work area that you work in</li> <li>• Communicate to the Venue Manager and colleagues any potential hazards that you identify that are not on the register</li> <li>• Be familiar with the location of first aid kits and qualified first aiders in the Association</li> <li>• Be familiar with and adhere to any health and safety plans</li> <li>• Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the Venue Manager of these</li> <li>• Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community</li> </ul>
<b>Delegated authorities</b>	<ul style="list-style-type: none"> <li>• Delegated financial authority up to \$500 for the purchase of unexpected essential shortfall items</li> </ul>

### Personal Attributes

<b>Working Collaboratively</b>	<ul style="list-style-type: none"> <li>• Ability to build and maintain professional and productive relationships</li> <li>• Ability to relate to a diverse range of people</li> <li>• Excellent written and oral communication skills</li> <li>• Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA</li> </ul>
<b>Organisation</b>	<ul style="list-style-type: none"> <li>• Manages self, resources and workload to meet timelines</li> <li>• Is organised and keeps all files and documents in order</li> <li>• Ability to work independently and as part of the team</li> <li>• Ability to recognise when issues need to be escalated to the Bar Manager</li> </ul>
<b>Change</b>	<ul style="list-style-type: none"> <li>• Is flexible and resilient to meet the ever changing needs of the OUSA</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Bar Manager when appropriate</li> </ul>

### Qualifications and Experience

- Must hold a current Duty Manager's Certificate