

# Position description

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<b>Position:</b>	<b>Bartender</b>
<b>Reports to:</b>	<b>Venue Manager or in their absence the Duty Manager</b>
<b>Direct reports:</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 mix and serve alcoholic and non-alcoholic beverages to patrons of the venue
- To operate responsibly within the guidelines, policy & procedures of the venue
- To 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>• Nil</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>General Tasks</b>	<ul style="list-style-type: none"> <li>• Provide professional customer service to patrons of the venue</li> <li>• Take orders, mix and serve alcoholic and non-alcoholic beverages to patrons</li> <li>• Cash handling</li> <li>• Check and ensure customers are of the required legal drinking age</li> <li>• Ensure glasses and bar utensils are collected, washed and maintained</li> <li>• Stocktake, restock and replenish bar supplies as required</li> <li>• Advise the Duty Manager of stock shortfalls.</li> <li>• Comply with all food and beverage regulations</li> <li>• Clean up spillages when they occur</li> <li>• Dispose of rubbish</li> <li>• Ensure proper use of chemical/cleaning products and ensure they are stored appropriately</li> <li>• Refer any customer complaints, or complaints from external parties to the Duty Manager</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>• Assist with the set-up of any third party performers and/or events as directed by the Duty Manager</li> <li>• Assist the short order kitchen staff and cooks as directed by the Duty Manager</li> <li>• Be familiar with all operational facilities within the venue</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Follow all hygiene regulations within the bar</li> <li>• Ensure proper use of chemical/cleaning products and ensure they are stored appropriately</li> <li>• Clean up spillages when they occur</li> <li>• Dispose of rubbish</li> <li>• Ensure any identified hazards are reported to the Duty Manager</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>• Nil</li> </ul>
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### 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 any 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 Duty 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 Duty Manager when appropriate</li> </ul>

### Qualifications and Experience

- Minimum of six months experience.