



**Title:** Festival Ops (FOG) - Bar Operations Manager 2024 **Report to** General Manager

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## 1 Role scope

### Position Overview:

The Bar Operations Manager will play a pivotal role in the successful operation of the festival's bars. This role encompasses a wide range of responsibilities, including menu development, supplier relations, approved staffing, sustainability practices, budget management, volunteer shift management, sponsorship acquisition, compliance with Western Australian liquor license regulations, and assistance in the license application process. This is a casual contract position with a contract period from December 2023 to May 1, 2024. Remuneration for this role will be negotiated.

### Key Responsibilities:

**Menu Development:** Create an enticing and sustainable beverage menu that aligns with the festival's theme and showcases locally sourced and eco-friendly ingredients.

**Supplier Relations:** Establish and nurture strong relationships with beverage suppliers and sponsors, emphasising sustainable and eco-conscious products.

**Staffing:** Recruit, train, and manage a team of skilled bar staff are staffed, ensuring they are well-versed in sustainable practices, responsible alcohol service, and delivering excellent customer experiences.

**Bar Setup:** Oversee the design and setup in collaboration with the festival Production Manager of all festival bars, prioritising aesthetics, functionality, and sustainability.

**Inventory Management:** Implement effective inventory control to minimise waste, manage stock levels, and ensure the use of reusable and biodegradable products.

**Health and Safety Compliance:** Ensure that all bars adhere to health and safety regulations, including food safety standards, fire safety protocols, and emergency response procedures.

**Vendor Management:** Manage relationships with vendors supplying bar-related equipment, ensuring timely deliveries, quality products, and cost-effectiveness.

**Waste Management:** Develop and implement waste reduction and recycling programs for bar areas, promoting sustainability and responsible waste disposal.

**Inventory Forecasting:** Forecast inventory needs for the duration of the festival, preventing stockouts and over-purchasing. On consignment stock is desired.

**Financial Reporting:** Prepare comprehensive financial reports detailing bar sales, expenses, and profitability for festival organizers and stakeholders.

**Capacity Planning:** Assess and plan for peak bar traffic times, ensuring adequate staffing and resources during busy periods.

**Theme Integration:** Collaborate with festival organizers to integrate the bar experience into the festival's overall theme or artistic vision.

**Sponsorship Activation:** In collaboration with the GM, work closely with sponsors to activate their presence within the festival's bars, maximizing, exposure and benefits for both parties.

**Post-Festival Evaluation:** Conduct a post-festival evaluation to identify successes and areas for improvement, providing valuable insights for future festivals.

**Legal Compliance:** Stay informed about changes in liquor licensing laws and regulations, ensuring the festival's bars remain in compliance at all times.



**Quality Control:** Maintain high standards of beverage preparation and presentation, focusing on taste, aesthetics, and sustainability.

**Customer Experience:** Cultivate a welcoming and sustainable atmosphere at all bars, ensuring that each guest enjoys a memorable festival experience.

**Compliance:** Ensure strict adherence to Western Australian liquor license regulations, local alcohol regulations, festival policies, sustainability standards, and safety protocols.

**Budget Management:** Collaborate in budget planning, track expenses, and manage resources efficiently for sustainable bar operations.

**Volunteer Management:** Coordinate with volunteers, providing training and support to maximize their contribution to the festival's sustainable bar operations.

**Shift Coordination:** Manage shifts for the bar staff and Shift Bar Managers to ensure seamless and efficient operations during the festival.

**Sponsorship Acquisition:** Identify and secure sponsorship opportunities related to sustainable bar supplies, equipment, and cashless point of sale systems.

**Cashless Point of Sale:** Implement and oversee cashless point of sale systems, utilising the festival's POS Square equipment at festival bars to enhance convenience, reduce waste, and streamline sales tracking.

**Creating a back-up cash receipt system** should internet not be functioning.

**Assist in License Application:** Collaborate with the GM and Production Manager to assist in the liquor license application process, ensuring compliance with Western Australian liquor license regulations and requirements.

**Reporting:** Generate regular reports on bar sales, inventory, sustainability initiatives, and any incidents or challenges encountered.

## 2 Qualifications and Experience

### 2.1 Experience & Skills

- 2.1.1 Experience in any volunteer role is desirable
- 2.1.2 Experience at our festival as a volunteer is favourable
- 2.1.3 Willingness to work in a team environment
- 2.1.4 Possess a positive and respectful attitude to multiple, diverse community groups
- 2.1.5 Strong commitment to attend meetings as required
- 2.1.6 Knowledge of MS Office apps as a minimum required:  
Word, Excel, Teams, Outlook
- 2.1.7 Knowledge of festival management platform advantageous but not essential
- 2.1.8 Any previous festival experience is highly desirable

## 3 Role specific skills & experience

### 3.1 Qualifications:

- 3.1.1 Extensive experience in bar management and menu development, preferably in a festival or large-scale event setting.
- 3.1.2 Strong leadership and team management skills.



- 3.1.3 Knowledge of the MS Office suite of apps (Teams, Outlook, etc.)
- 3.1.4 In-depth knowledge of bar gastronomy, and sustainable practices.
- 3.1.5 Exceptional organisational and multitasking abilities.
- 3.1.6 Familiarity with Western Australian liquor license regulations and a commitment to responsible alcohol service.
- 3.1.7 Excellent communication and interpersonal skills.
- 3.1.8 Ability to excel in a fast-paced, high-pressure environment.
- 3.1.9 Proficiency in inventory management and budget tracking.
- 3.1.10 Dedication to providing outstanding customer service.
- 3.1.11 A strong passion for sustainability and a commitment to adhering to festival bar sustainability standards, including the use of reusable and biodegradable products and cashless point of sale systems.

## 4 Festival Benefits

This role qualifies for festival benefits as follows:

- 4.1.1 Festival Camping tickets for 2 adult camping tickets +U18 tickets with camping (max4)
- 4.1.2 Access to exclusive Crew Camping area and facilities
- 4.1.3 Festival Funds (\$value vouchers)

Vouchers to be used On Event and not transferable for cash to the value of \$150

Vouchers can be used at the merchandise shop and food trucks (no markets or bars)

Food trucks are not required to cash out any balance

Note: For any pre-event days (Tue-Thur) you will be provided with morning tea, lunch and afternoon tea. There is a Team dinner scheduled for Wednesday evening.

- 4.2 Crew T-shirt

## 5 Activities

### 5.1 Pre-Event

- 5.1.1 Attend scheduled FOG meetings, collaborate with other Team Managers and staff
- 5.1.2 Attend any pre-event site visits
- 5.1.3 Attend pre-event working sessions (on site if required) and where applicable
- 5.1.4 Attend the Volunteer Training Day to coordinate and instruct your team of volunteers
- 5.1.5 Prepare any process documents FAQ's re: on event tasks for your volunteers
- 5.1.6 Prepare equipment handling/operation info sheet for volunteers if required
- 5.1.7 Attend and Liaise meetings with GM and Production manager on all bar related activities.
- 5.1.8 Liaise with Volunteer Manager for scheduling rosters and associated volunteer needs
- 5.1.9 Liaise with staff to ensure all procedures and documents are up to date and in line with the governance requirements



## 5.2 On-Event

5.2.1 Liaise with other relevant Team Managers and staff where required

## 5.3 Post-Event

5.3.1 Review any notes and forward all comments and feedback to Volunteer Manager

## 6 Timeline – Specific to role

### 6.1 Pre-Event

Timeline	Actions
Dec – April	Plan all aspects for our 3 main bars in co-ordination with GM and Production Manager
Wed – Thursday (3-4)	Bar setup & logistics, prepare your areas

### 6.2 On-Event

Timeline	Actions
Fri/Sat/Sun	Manage your area and volunteer team

### 6.3 Post-Event

Timeline	Actions
Monday	Ensure immediate area and surrounds are clean, tidy and packed appropriately (where required) and all equipment returned to nominated area prior to leaving site. Ensure rubbish is appropriately disposed of as outlined.

## 7 Timeline – Standard

### 7.1 Pre-Event

Timeline	Actions
Thursday Monthly	Attend FOG meetings as advised
December	Advise Volunteer Manager of required volunteer shifts
January	Enter volunteers into roster
February	Attend pre-event site visit as outlined
February – April	Maintain communication with volunteers Attend volunteer training and team briefings
Dec - Feb	Advise Signage and Decorations Manager of event requirements
No less than 6 weeks	Confirm final area roster
No less than 2 weeks	Ensure content of Team Manager folder is up to date
Thursday 3pm	Attend Production meeting on site



### 7.2 On Event

Timeline	Actions
During event	Maintain radio contact at all times whilst on shift and delegate to appropriate team member when off shift – as required
During event	Sign volunteers on and off shift as required Observe volunteers’ performance for suitability for next event
During event	Ensure all safety is observed and report as necessary to HQ and/or Production Manager
During event	Ensure all equipment/stocks (where required) are secure at all times and where necessary, returned to nominated, overnight area for security and/or charging of devices

### 7.3 Post Event

Timeline	Actions
Day after event	Ensure area packed down as instructed by the Production Manager Close out with General Manager or Volunteer Manager prior to departing
One month after event	Ensure all volunteers receive and return their evaluation forms Lodge expense reimbursement claim to <a href="mailto:hello@folkworld.com.au">hello@folkworld.com.au</a> if applicable Complete area evaluation report and submit to General Manager

#### How to Apply:

Interested candidates are invited to submit their resume, remuneration expectation and a comprehensive cover letter outlining their relevant experience and expertise in bar management, sustainability, liquor license compliance, and festival involvement. Please email your application to [hello@folkworld.com.au](mailto:hello@folkworld.com.au) with the subject line "Bar Operations Manager and Coordinator Application - [Your Name]." Applications will be accepted until 5 pm Wednesday 29. November.

Fairbridge Festival is an equal opportunity employer and is committed to creating an inclusive environment for all employees and applicants. We celebrate diversity and sustainability in all aspects of our festival.

Join our team and be a pioneer in delivering a remarkable and sustainable bar experience at Fairbridge Festival!