

Bar Supervisor Job Description

A comprehensive job description template
for Australian hospitality businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, venue type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Bar Supervisor

1.2 Position Summary

The Bar Supervisor is responsible for overseeing bar operations during assigned shifts and leading the bar team to deliver excellent beverage service. This role combines hands-on bartending skills with supervisory responsibilities including staff coordination, stock management, RSA compliance oversight and ensuring smooth service delivery.

The position requires proven bar experience, strong leadership capabilities, the ability to work efficiently under pressure, and a commitment to maintaining high standards of customer service, responsible service of alcohol and operational excellence.

1.3 Reporting Structure

This position reports to:

- Venue Manager / Operations Manager
- Bar Manager (where applicable)
- Duty Manager (during service)

1.4 Employment Type

This position is available as:

- Permanent part-time (regular rostered hours)
- Permanent full-time (38 hours per week)
- Casual (with supervisory responsibilities during rostered shifts)

2. Key Responsibilities

2.1 Supervising Bar Staff

- Lead and coordinate the bar team during service
- Delegate tasks and assign sections to bartenders
- Monitor staff performance and provide real-time feedback
- Support and guide team members during busy periods
- Ensure consistent service standards across the bar
- Address staff issues or concerns promptly and professionally
- Conduct performance reviews and recommend improvements

2.2 Shift Management

- Open and close the bar following standard procedures
- Conduct pre-service briefings with the bar team
- Manage shift changeovers and handovers
- Coordinate with kitchen, floor and security staff
- Oversee cash handling and end-of-shift reconciliation
- Ensure proper cleaning and maintenance routines are followed
- Complete shift reports and incident logs

2.3 Stock Control and Inventory

- Monitor stock levels during service and restock as needed
- Order beverages, supplies and consumables
- Conduct regular stocktakes and maintain inventory records
- Minimise wastage and ensure proper storage of stock
- Maintain par levels for all beverages and bar supplies
- Coordinate deliveries and check stock against orders
- Report discrepancies and investigate stock variances

2.4 RSA Compliance and Responsible Service

- Ensure all staff comply with responsible service of alcohol obligations
- Monitor patron behaviour and identify signs of intoxication
- Refuse service to intoxicated or underage patrons
- Implement venue refusal and incident management procedures
- De-escalate difficult situations and involve security when necessary
- Maintain incident register and document RSA-related issues
- Ensure venue liquor licence conditions are upheld

2.5 Customer Service

- Serve beverages and provide excellent customer service
- Handle customer complaints and resolve issues professionally
- Build rapport with regular customers
- Recommend drinks and upsell premium products
- Ensure timely and accurate service during peak periods
- Represent the venue positively at all times

2.6 Training and Development

- Train and onboard new bar staff

- Demonstrate proper bartending techniques and service standards
- Coach team members to improve skills and efficiency
- Ensure all staff understand drink recipes and venue standards
- Conduct RSA and compliance refresher training
- Identify training needs and report to management

2.7 Bar Operations

- Maintain cleanliness and organisation of the bar area
- Ensure all bar equipment is operational and well-maintained
- Monitor and enforce workplace health and safety procedures
- Manage point-of-sale (POS) system and payment processing
- Prepare reports on sales, stock and staff performance
- Implement promotional activities and special events

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Team Management

Proven ability to lead and motivate a team. Strong delegation skills. Ability to provide constructive feedback and manage performance effectively.

Extensive Bar Knowledge

Comprehensive knowledge of beverages, cocktails, spirits, wine and beer. Understanding of bar equipment, glassware and service techniques. Knowledge of drink trends and mixology.

Communication

Clear and professional communication with staff, management and customers. Ability to give instructions and feedback effectively. Conflict resolution skills.

Problem-Solving and Decision Making

Quick thinking under pressure. Ability to resolve issues independently. Sound judgement in difficult situations including RSA incidents.

Organisation and Planning

Strong organisational skills. Ability to prioritise tasks and manage multiple responsibilities. Systematic approach to stock control and inventory management.

3.2 Personal Attributes

- Professional appearance and personal presentation
- Positive attitude and ability to motivate others
- Reliability, accountability and punctuality
- Flexibility to work varied shifts including late nights and weekends
- Physical stamina to stand for extended periods

- High attention to detail in service and operations
- Calm under pressure and able to manage busy service periods
- Commitment to upholding venue standards and values

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Valid Responsible Service of Alcohol (RSA) certificate for the state/territory of employment
- Minimum 2-3 years experience in bar or hospitality roles
- Proven supervisory, leadership or training experience
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work flexible hours including evenings, weekends and public holidays

4.2 Desirable Qualifications

- Certificate III or IV in Hospitality
- Food handling or food safety certificate
- Barista training and coffee-making skills
- Advanced cocktail knowledge or mixology qualifications
- Current first aid certificate
- Experience with POS systems and inventory software
- Knowledge of wine, craft beer and premium spirits

4.3 Experience

Candidates should have demonstrated bar experience with a strong understanding of beverage service, stock management and customer service. Previous supervisory experience or demonstrated leadership skills are essential. Experience in busy venues or high-volume environments is highly regarded.

5. Working Conditions

5.1 Hours of Work

- Shift work including evenings, late nights and early mornings
- Regular work on weekends, public holidays and special events
- Shift lengths typically range from 6 to 10 hours
- Roster provided in advance as per award requirements
- Supervisors are expected to cover key service periods

5.2 Physical Requirements

- Standing and moving continuously throughout shifts
- Lifting and carrying kegs, cartons and glassware (up to 20kg)

- Reaching, bending and stretching during service
- Working in a fast-paced, high-pressure environment
- Manual dexterity for drink preparation and equipment use

5.3 Work Environment

- Indoor bar, pub, hotel or hospitality venue
- Exposure to noise, especially during peak service periods
- Working with alcohol and cleaning chemicals
- Close interaction with customers, staff and management
- Potential exposure to difficult or intoxicated customers

5.4 Uniform and Presentation

- Uniform provided by the venue or dress code specified
- Neat, professional appearance required at all times
- Closed-toe, non-slip footwear mandatory
- Minimal jewellery and discreet nail polish
- Hair tied back if long, clean-shaven or neat facial hair

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009) or the Restaurant Industry Award 2020 (MA000119) depending on the venue type. Some venues may fall under the Registered and Licensed Clubs Award. The applicable award sets minimum pay rates, penalty rates, allowances and conditions.

6.2 Classification Level

Bar supervisors are generally classified at Level 3 or above under the Hospitality Award:

- Level 3: Supervises and trains other employees
- Level 4: Supervises multiple staff or has broader responsibilities
- Level 5: Senior supervisory or specialist technical roles

A supervisory allowance applies on top of the base classification rate. The specific classification level will be determined based on the scope of supervisory duties, number of staff managed and venue complexity.

6.3 Penalty Rates and Allowances

Bar supervisors are entitled to:

- Supervisory allowance (as per the applicable award)
- Saturday penalty rates (varies by employment type)

- Sunday penalty rates (premium rates apply)
- Public holiday penalty rates (premium rates apply)
- Late night allowances where applicable
- Casual loading (25%) if employed casually

Refer to the applicable modern award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Lead by example and model professionalism at all times
- Treat all staff, management and customers with respect
- Maintain confidentiality regarding business and customer information
- Follow all venue policies, procedures and legal requirements
- Represent the venue positively in all interactions
- Arrive on time for scheduled shifts, ready to work
- Notify management promptly of any issues or concerns

7.2 Leadership Expectations

- Motivate and support the bar team to perform at their best
- Provide clear instructions and constructive feedback
- Resolve conflicts fairly and maintain team harmony
- Make sound decisions under pressure
- Take ownership of bar performance and outcomes
- Foster a positive and inclusive work environment

7.3 Service Standards

- Ensure the bar team delivers excellent customer service
- Maintain high standards of drink quality and presentation
- Handle complaints professionally and seek prompt resolution
- Uphold RSA principles and venue liquor licence conditions
- Promote a safe and welcoming environment for all patrons

7.4 Continuous Improvement

- Identify opportunities to improve bar operations and efficiency
- Share knowledge and mentor team members
- Stay updated on beverage trends and industry developments
- Accept feedback constructively and implement improvements

- Participate in training and professional development

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting bar and supervisory experience
- Cover letter outlining leadership skills and availability
- Copies of relevant certificates (RSA, hospitality qualifications, first aid)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview at the venue
- Practical assessment or trial shift (paid)
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____