

Duty manager Job Description

A free job description template for the Clubs industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This duty manager job description template is designed to reflect Australian workplace standards and club industry practices at the time of publication. Confirm the applicable modern award for your club and ensure compliance with all relevant employment, liquor-licensing and gaming laws.

1. Position overview

A club duty manager is the person in charge of the venue during a shift, supervising bar, gaming and floor staff, keeping service running smoothly, handling incidents and member issues, and ensuring responsible-service and licensing obligations are met. The role bridges frontline service and management — leading the team on the ground while the club manager focuses on the bigger picture.

In Australia, duty managers are covered by the Registered and Licensed Clubs Award 2020 (MA000058), typically classified around Level 4 to Level 5 as supervisory employees depending on the size of the club and the scope of their responsibilities.

This template provides a foundation for creating clear, compliant job descriptions that attract capable shift leaders while setting appropriate expectations for the role. Once hired, help your duty managers run shifts smoothly with rostering software.

2. Key responsibilities

Shift leadership

Taking charge of the venue during a shift, briefing and directing bar, gaming and floor staff, and making sure service standards and coverage are maintained.

Compliance on the floor

Enforcing responsible service of alcohol and gaming, monitoring intoxication and patron behaviour, and ensuring licensing and safety obligations are met in real time.

Incident handling

Responding to member complaints, disputes, first aid, security and emergency situations calmly, and recording incidents accurately.

Cash and opening/closing

Performing opening and closing procedures, overseeing cash handling and floats, balancing takings and securing the venue at the end of trade.

Team support

Supporting, coaching and covering staff across departments during the shift, and escalating issues to the club manager where needed.

Member experience

Being a visible, approachable point of contact for members, resolving issues on the spot and keeping the club welcoming throughout the shift.

3. Skills and attributes

- Team leadership: Confidence directing and supporting staff across bar, gaming and floor during a shift.
- Compliance focus: Strong grasp of responsible service, licensing and safety obligations, and the confidence to enforce them.
- Decision making: Calm, sensible decisions under pressure when handling incidents, disputes and emergencies.
- Communication: Clear communication with staff and members, including de-escalating difficult situations.
- Cash accountability: Reliable, honest cash handling and accurate opening, closing and reconciliation.
- Composure under pressure: Ability to stay organised and lead effectively during busy trading, functions and gaming nights.

4. Qualifications and requirements

The qualifications for duty manager positions combine mandatory licensing certifications with supervisory experience. Some requirements are mandatory, while others are preferred or desirable.

- Responsible Service of Alcohol (RSA) (required) — A current RSA certificate is required to supervise a licensed venue
- Responsible Service of Gaming (RSG) (required) — Required where the club operates gaming machines, TAB or Keno
- Working rights (required) — Eligibility to work in Australia
- Supervisory experience (required) — Experience supervising staff in a club, pub, hotel or hospitality venue
- Approved manager certificate — State-specific approved-manager training may be required to be left in charge of a licensed venue
- First aid certificate — Current first aid certification is desirable for handling incidents on shift

5. Working conditions

- Evening, weekend and public-holiday shifts in line with club trading hours
- Responsibility for the venue while on shift, including staff and members
- Extended standing and moving across bar, gaming and floor areas
- Handling incidents, disputes and emergencies calmly
- Compliance with liquor-licensing, gaming and safety obligations
- Broken shifts may apply around trading peaks

6. Award information

Registered and licensed clubs award 2020

Most duty manager positions in Australian clubs are covered by the Registered and Licensed Clubs Award 2020 (MA000058) as supervisory employees. This modern award sets minimum pay rates, penalty rates, allowances and conditions for club staff across all streams. View current Clubs Award pay rates.

The award uses a shared Introductory + Level 1–5+ structure. A duty manager typically sits around Level 4 to Level 5, above frontline attendants, with the level reflecting the size of the club and scope of responsibility. For FY2026/27, Level 4 is around \$29.45 per hour (full-time/part-time). Casual employees receive a 25% loading on ordinary hours. Use award interpretation software to calculate pay accurately.

Penalty rates and allowances

Under MA000058, penalty rates apply for weekend and public-holiday work: Saturday is paid at 150%, Sunday at 175% and public holidays at 250%. The 25% casual loading is not stacked on top of weekend or public-holiday penalties. Evening and late-night loadings apply for Monday–Friday work between 7pm and midnight, and midnight to 7am.

A broken-shift allowance and meal allowance may apply. Confirm the current rates and allowances that apply to your club, and check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a club duty manager do?

A club duty manager is the person in charge of the venue during a shift. They supervise bar, gaming and floor staff, keep service running smoothly, enforce responsible service of alcohol and gaming, handle incidents, complaints and emergencies, and perform opening, closing and cash-up procedures. They are the visible point of contact for members on shift and escalate bigger issues to the club manager.

Q: What is the difference between a duty manager and a club manager?

A club manager runs the whole club — strategy, budgets, board reporting and overall operations — while a duty manager leads the venue during a specific shift, supervising staff and ensuring compliance on the floor. The duty manager reports to the club manager and is often the person left in charge when the club manager is off-site.

Q: What award covers club duty managers in Australia?

Most club duty managers are covered by the Registered and Licensed Clubs Award 2020 (MA000058) as supervisory employees. Pubs and hotels are usually covered by the Hospitality Award instead. Some clubs operate under an enterprise agreement — always confirm which instrument applies.

Q: What classification level should I use for a duty manager?

Under the Clubs Award, duty managers are typically classified around Level 4 to Level 5 as supervisory employees, above frontline attendants, with the level reflecting the size of the club and scope of responsibility. For FY2026/27, Level 4 is around \$29.45 per hour (full-time/part-time). See our Clubs Award pay rates guide for current rates.

Qualifications

Q: What qualifications does a club duty manager need?

A duty manager typically needs a current RSA certificate and, where the club has gaming, an RSG certificate, plus supervisory experience in a club, pub, hotel or hospitality venue. Some states require an approved-manager qualification to be left in charge of a licensed venue. A first aid certificate is desirable for handling incidents. Confirm the specific requirements for your jurisdiction.

Q: Does a duty manager need an approved-manager certificate?

It depends on your state. Many jurisdictions require the person left in charge of a licensed venue to hold an approved-manager qualification. Check with your state liquor and gaming regulator, and make the requirement clear in the job description so candidates understand what they must hold or obtain before being rostered as duty manager.

Q: Can I promote a bar or gaming attendant to duty manager?

Yes — many duty managers are promoted from experienced bar or gaming attendants. Look for staff with strong compliance awareness, good judgement under pressure and the respect of their team. Ensure they hold or obtain the required RSA, RSG and any state approved-manager certificate, and provide supervisory training before rostering them in charge.

Q: What qualifications should I require vs prefer for a duty manager?

Mandatory requirements usually include a current RSA, an RSG where gaming is operated, working rights in Australia and supervisory experience. Preferred qualifications include a state approved-manager certificate and a first aid certificate. Being clear about essential vs desirable requirements helps you attract capable shift leaders without narrowing the pool unnecessarily.

Employment

Q: Should I hire casual or permanent duty managers?

Because duty managers carry responsibility for the venue on shift, many clubs prefer permanent part-time or full-time staff for consistency and accountability. Casual duty managers offer flexibility for cover and busy periods but attract a 25% casual loading on ordinary hours under the Clubs Award. A common approach is permanent duty managers with a small casual pool for relief.

Q: What penalty rates apply to club duty managers?

Under the Clubs Award (MA000058), Saturday work is paid at 150%, Sunday at 175% and public holidays at 250%. The 25% casual loading is not stacked on top of these weekend or public-holiday penalties. Evening and late-night loadings also apply for Monday–Friday work between 7pm and midnight, and midnight to 7am. Use award interpretation software to calculate rates accurately.

Q: What should I include in a duty manager employment contract?

Key elements include: position title and classification level, employment type (casual, part-time or full-time), hourly rate, applicable award, reporting line to the club manager, main duties, on-shift responsibility for the venue, and required certifications such as RSA, RSG and approved-manager. Use our digital employment contracts to simplify this process.

Rostering

Q: How do I make sure a qualified duty manager is always on shift?

Roster so that at least one RSA and RSG-qualified duty manager (with any required approved-manager certificate) is on every trading shift. Use rostering software with skill and certification tracking to prevent publishing a shift without a qualified person in charge, and keep a small pool of trained relief duty managers for cover.

Q: How far in advance should I provide rosters to duty managers?

Award and agreement rostering rules vary, so confirm the notice period that applies to your club. As a general practice, providing rosters at least 7 days in advance gives duty managers visibility of their shifts and responsibilities. Using rostering software helps ensure compliance and reduces last-minute changes.

Q: How do I track RSA, RSG and approved-manager expiry for duty managers?

Use HR software to store each duty manager's RSA, RSG and approved-manager certificates and receive reminders before they expire. This ensures you never leave a staff member in charge with a lapsed certificate, which is essential for liquor-licensing and gaming compliance.

Q: What breaks are club duty managers entitled to?

Break entitlements are set by the Clubs Award and generally include a meal break for shifts beyond a set length, with a broken-shift allowance where a shift is split. Because duty managers carry venue responsibility, plan breaks so a qualified person remains in charge. Use time and attendance tools to record time accurately.