

Restaurant Manager 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

Restaurant Manager / Venue Manager

1.2 Position Summary

The Restaurant Manager is responsible for the overall operation, performance and profitability of the venue. This role combines strategic leadership with hands-on operational management, overseeing all aspects of service delivery, staff management, financial performance, regulatory compliance and customer experience.

The position requires strong leadership capabilities, business acumen, financial management skills and deep understanding of hospitality operations. The Restaurant Manager sets standards, leads by example and drives continuous improvement across all areas of the business.

1.3 Reporting Structure

This position reports to:

- Business Owner / Director
- General Manager / Operations Manager (if applicable)
- Area Manager (for multi-site operations)

This position has direct management responsibility for:

- Assistant Manager / Shift Supervisors
- Front of House team (waiters, bartenders, hosts)
- Kitchen team (in coordination with Head Chef)
- Support staff (cleaners, maintenance)

1.4 Employment Type

Full-time permanent position (38-45 hours per week)

This is a salaried management role with flexibility required for operational demands including evenings, weekends and public holidays.

2. Key Responsibilities

2.1 Staff Management

- Recruit, interview and select qualified team members
- Conduct inductions, training and ongoing development for all staff
- Create staff rosters that balance operational needs with labour budgets
- Manage performance through coaching, feedback and formal reviews
- Handle disciplinary issues and grievances in accordance with workplace policies

- Foster positive workplace culture and maintain high team morale
- Ensure adequate staffing levels across all service periods
- Develop succession plans and leadership pathways for team members

2.2 Operational Management

- Oversee all daily operations to ensure smooth service delivery
- Maintain high standards of food quality, presentation and service
- Coordinate front of house and kitchen operations
- Manage stock levels, ordering and supplier relationships
- Implement and monitor standard operating procedures
- Ensure venue presentation, cleanliness and maintenance standards
- Handle operational issues and make decisions during service
- Optimize table turnover and maximize venue capacity

2.3 Financial Management

- Prepare and manage operating budgets
- Control and minimize food, beverage and labour costs
- Monitor daily, weekly and monthly financial performance
- Analyze profit and loss statements and implement corrective actions
- Process invoices, payments and banking
- Manage cash handling, reconciliation and security procedures
- Implement cost-saving initiatives without compromising quality
- Forecast revenue and set achievable sales targets

2.4 Customer Service and Experience

- Ensure exceptional customer service at all times
- Be present during service periods to oversee customer experience
- Handle customer complaints, feedback and special requests
- Build relationships with regular customers and VIP guests
- Monitor customer satisfaction through reviews and feedback systems
- Implement initiatives to enhance customer experience
- Respond to online reviews professionally and promptly

2.5 Compliance and Safety

- Ensure compliance with food safety standards and regulations
- Maintain current Food Safety Supervisor certification
- Implement and monitor responsible service of alcohol (RSA) practices
- Ensure compliance with liquor licensing requirements

- Maintain workplace health and safety standards
- Conduct risk assessments and implement safety procedures
- Ensure compliance with employment law and modern awards
- Maintain accurate records and documentation for audits
- Report incidents, hazards and near misses appropriately

2.6 Business Development

- Develop and implement marketing and promotional strategies
- Build relationships with local businesses and community groups
- Identify opportunities for revenue growth
- Manage social media presence and online marketing (or coordinate with marketing team)
- Plan and execute special events and functions
- Monitor competitor activity and industry trends
- Implement initiatives to increase customer loyalty and repeat business

2.7 Administration

- Prepare regular reports on financial and operational performance
- Maintain accurate employee records and payroll information
- Process timesheets and approve leave requests
- Manage venue administration and correspondence
- Ensure proper maintenance of equipment and facilities
- Coordinate with accountants, IT support and other service providers

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and People Management

Proven ability to lead, motivate and develop high-performing teams. Strong interpersonal skills, conflict resolution capability and emotional intelligence. Experience managing diverse teams in fast-paced environments.

Financial Management

Strong financial acumen with understanding of P&L statements, budgeting, cost control and financial forecasting. Ability to analyze data and make informed business decisions.

Operational Excellence

Deep understanding of hospitality operations including food and beverage service, kitchen operations, stock management and quality control. Systematic approach to process improvement.

Communication

Excellent verbal and written communication skills. Ability to communicate effectively with staff at all levels, customers, suppliers and stakeholders. Confident in delivering presentations and conducting meetings.

Problem Solving and Decision Making

Strong analytical and critical thinking skills. Ability to make sound decisions under pressure, resolve complex problems and implement effective solutions.

3.2 Personal Attributes

- Professional presentation and demeanor at all times
- High energy levels and resilience under pressure
- Strong work ethic and commitment to excellence
- Flexibility and adaptability to changing circumstances
- Attention to detail without losing sight of big picture
- Integrity, honesty and ethical approach to business
- Positive attitude and solution-focused mindset
- Passion for hospitality and customer service
- Commercial awareness and business acumen
- Ability to remain calm and professional in challenging situations

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Minimum 2-5 years experience in restaurant or hospitality management
- Proven track record managing teams of 10+ employees
- Demonstrated financial management experience including budgeting and P&L responsibility
- Current Responsible Service of Alcohol (RSA) certificate valid for state/territory
- Current Food Safety Supervisor certificate
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Flexibility to work evenings, weekends, public holidays and respond to operational needs

4.2 Desirable Qualifications

- Certificate IV in Hospitality or Diploma of Hospitality Management
- Experience with similar venue type, size and service style
- Experience with rostering, payroll and HR systems
- Knowledge of modern award requirements and employment law
- Current first aid certificate
- Experience managing events and functions
- Digital marketing and social media management skills
- Multi-site management experience (for larger operations)

4.3 Technical Skills

- Proficiency with POS systems and hospitality management software

- Competent with Microsoft Office (Excel, Word, Outlook)
- Experience with rostering and workforce management systems
- Familiarity with accounting software and financial reporting tools
- Understanding of online review platforms and reputation management

5. Working Conditions

5.1 Hours of Work

- Full-time salaried position (38-45+ hours per week)
- Regular work during peak service periods including evenings and weekends
- Flexibility required for operational demands and special events
- On-call availability to respond to urgent operational matters
- Attendance at management meetings and training sessions

5.2 Physical Requirements

- Standing and walking for extended periods during service
- Ability to work in fast-paced, high-pressure environment
- Occasional lifting and carrying of stock and equipment
- Physical stamina to work split shifts and long days when required

5.3 Work Environment

- Combination of office administration and floor presence
- Indoor restaurant/hospitality venue environment
- Exposure to kitchen heat and varying temperatures
- Noise from service operations and busy periods
- High-pressure environment with competing demands
- Direct interaction with customers, staff and suppliers

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Restaurant Industry Award 2020 (MA000119) under the managerial classification. The award sets minimum pay rates, conditions and entitlements for managers in restaurants, cafes, catering and similar hospitality businesses.

6.2 Classification Level

Restaurant managers are generally classified under the award as:

- Level 4: Supervisory level with responsibility for a section, shift or department

- Level 5: Management of entire establishment or responsibility for multiple venues

The specific classification level will be determined based on the scope of responsibilities, venue size, number of staff supervised and level of financial accountability.

6.3 Salary and Conditions

Restaurant managers are typically employed on an annual salary basis. The salary must meet or exceed the minimum award rate for all ordinary hours worked, plus reasonable additional hours. Salary packages should clearly state base salary, superannuation and any additional benefits or allowances.

Managers receive standard leave entitlements including annual leave, personal/carers leave, public holidays and long service leave in accordance with the National Employment Standards and applicable award provisions.

7. Performance Expectations

7.1 Key Performance Indicators

Performance will be measured against objectives including:

- Revenue targets and sales growth
- Labour cost percentage (typically 25-35% of revenue)
- Food and beverage cost percentages
- Customer satisfaction scores and feedback ratings
- Staff retention and turnover rates
- Compliance audit results (food safety, workplace safety, RSA)
- Wastage and shrinkage metrics
- Average transaction value and table turnover rates

7.2 Professional Conduct

- Lead by example in all aspects of professional conduct
- Maintain confidentiality regarding business operations, financials and staff matters
- Represent the venue positively in the community and industry
- Demonstrate commitment to continuous improvement and innovation
- Act with integrity in all business dealings
- Follow all company policies, procedures and code of conduct

7.3 Development and Review

Performance will be formally reviewed:

- During probation period (typically 3-6 months)
- At regular intervals (minimum annually) thereafter

- Through ongoing feedback and coaching discussions

Professional development opportunities will be provided to support career growth and skill development in line with business needs and individual aspirations.

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Detailed resume/CV highlighting relevant management experience
- Cover letter addressing key selection criteria and explaining your management philosophy
- Copies of relevant certificates (RSA, Food Safety Supervisor, qualifications)
- Contact details for three professional referees (including at least one recent supervisor)

8.2 Selection Process

Shortlisted candidates will participate in:

- Initial phone or video interview to assess fit and availability
- In-person interview including scenario-based questions
- Venue tour and meet with key team members
- Reference checks with previous employers
- Police check and working with children check (if applicable)

8.3 Probation Period

The successful candidate will be subject to a probationary period of 3-6 months. During this time, performance will be closely monitored and regular feedback provided. Either party may terminate employment with shorter notice during the probation period as per the employment contract.

8.4 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. We are committed to creating an inclusive workplace that values diversity.

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.

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____

For Employer Use Only

Employer Name: _____

Employer Signature: _____

Date: ____ / ____ / ____