# Assistant Venue Manager – Job Description

## Position Title:

Assistant Venue Manager

## Reports to:

Venue Manager & Licensee

## Date:

May 2025

## Position Overview:

The Assistant Venue Manager supports both the Venue Manager and Licensee in delivering a high-quality, efficient, and welcoming experience across all areas of the hotel, including bar, kitchen, accommodation, and events. The role ensures smooth day-to-day operations, assists in supervising staff, and contributes to compliance, service excellence, and the overall success of the venue.

## Key Responsibilities:

### 1. Customer Experience & Venue Presentation

* Ensure a high standard of service and guest satisfaction across all areas.
* Support daily floor operations and lead by example in delivering a welcoming atmosphere.
* Conduct ambience checks (lighting, music, cleanliness) and act on immediate service needs.
* Handle customer enquiries and issues, escalating where necessary.

### 2. Staff Supervision & Team Support

* Assist with supervising and supporting front-of-house staff during service.
* Participate in onboarding and training of new employees, including RSA/RCG guidance.
* Provide on-shift feedback, coaching, and staff motivation.
* Assist with shift handovers and daily staff briefings.

### 3. Operational & Administrative Support

* Open and close the venue as required, following set procedures.
* Assist with stock rotation, line cleaning, and cellar management.
* Support POS system updates (weekly specials, promotions) and menu changes.
* Ensure all systems are up to date & accurate including bookings, accommodation, etc.
* Participate in basic maintenance reporting and venue inspections.

### 4. Compliance & Safety

* Support monthly audits (RSA, incident registers, WHS checks).
* Ensure venue is operating within licensing requirements.
* Assist in the implementation of safety, security, and emergency protocols.

### 5. Accommodation & Events

* Support guest check-in/check-out and room preparation when required.
* Assist in the setup and execution of in-venue events and functions.
* Communicate with guests and clients for small event support.
* Take photos for social media & marketing

Other adhoc projects and tasks as may be required from time to time along with back up support for other management.

## Key Attributes:

* Proactive, positive attitude and strong communication skills.
* Ability to work independently and as part of a team.
* High attention to detail and professionalism under pressure.
* Flexibility to work evenings, weekends, and public holidays.