

FESTIVAL VILLAGE BAR STAFF – POSITION DESCRIPTION

About Us

Queensland's premier arts festival, Brisbane Festival heralds the promise of play and celebration as it lights up the city each September in a blaze of colour.

We create extraordinary art and take up residence throughout the river city, atop iconic landmarks and deep into the suburbs. We host captivating live performances and installations from home and across the world. Our Festival reflects the diverse communities that give Brisbane its unique voice. We invite audiences to Be Bold with us, to expect art unexpected with open hearts and minds; to be entertained, inspired, and amazed.

Brisbane Festival acknowledges this country's First Nations people and with their leadership and guidance, we celebrate that deep cultural legacy. We create a rich multi-arts program made by and with our local Aboriginal and Torres Strait Islander communities.

Our artists, people and partners are ambitious and agile dreamers who make the impossible possible through passion, hard work, and care.

Position Summary

Festival Village Bar Staff and Supervisors play a key role in delivering a safe, welcoming, and enjoyable hospitality experience for festival patrons, artists, guests, and stakeholders. Working within a fast-paced festival environment, these positions support the efficient operation of bars and hospitality areas while maintaining high standards of customer service, presentation, and responsible service practices.

Staff will work across a range of festival hospitality venues, including the South Bank Town Hall Bar, the Magic Mirrors Spiegeltent Bar, and the outdoor Festival Village Bar. These venues service diverse audiences and operate across a variety of event formats, requiring team members who are adaptable, professional, and able to respond effectively to changing operational requirements.

Successful candidates will be reliable, customer-focused team members who thrive in dynamic event settings. Bar Staff are responsible for providing efficient beverage service and supporting day-to-day bar operations, while Bar Supervisors provide leadership, operational oversight, and support to bar teams to ensure smooth and effective service delivery throughout the festival.

Available Roles

Available positions include Bar Supervisors and Bar Staff. Applicants will be considered for roles based on their skills, experience, qualifications, and operational requirements. During the recruitment process, the festival may discuss and agree with candidates an engagement that includes responsibilities across both Bar Supervisor and Bar Staff roles, where appropriate. This approach provides flexibility to support operational needs while ensuring staff are engaged in positions that align with their experience and capabilities.

Applicants may be contacted for a variety of roles based on skills and experience. Please contact productionadmin@brisbanefestival.com.au if you have any questions regarding the roles available for this year's Brisbane Festival.

Reporting

Festival Village Bar Staff report to Bar Supervisors on shift, with all Festival Village Bar Staff reporting to the Food and Beverage Manager overall.

Roles and Responsibilities

Bar Staff

- Provide professional, friendly, and efficient beverage service to festival patrons, artists, guests, and stakeholders.
- Process cash and point-of-sale transactions accurately and in accordance with festival procedures.
- Assist with bar setup, stock replenishment, cleaning, and pack-down activities throughout the festival period.
- Maintain responsible service practices and comply with liquor licensing requirements, festival policies, and workplace health and safety procedures.
- Maintain clear communication with supervisors and fellow team members to support the smooth operation of Festival Village hospitality areas.

Bar Supervisors

- Oversee the day-to-day operation of Festival Village bars, ensuring efficient service delivery and a high standard of customer experience.
- Provide leadership, direction, and support to bar staff throughout festival operations.
- Monitor stock levels, coordinate replenishment requirements, and assist with cash handling and end-of-shift reconciliation processes.
- Ensure compliance with liquor licensing requirements, festival policies, and workplace health and safety procedures.
- Work under the direction of the Festival Village Manager to respond to operational priorities, resolve issues, and support the successful delivery of hospitality services.
- Maintain clear communication with festival management, bar staff, suppliers, and other operational teams regarding service delivery and operational requirements.

All Staff – Responsible Service of Alcohol (RSA) and Workplace Health & Safety (WHS) Responsibilities

- Maintain a current Responsible Service of Alcohol (RSA) certification and comply with all liquor licensing legislation, venue requirements, and festival policies relating to the sale and service of alcohol.
- Monitor patron behaviour and refuse service where required in accordance with RSA legislation, escalating concerns or incidents to supervisors, security personnel, or festival management as appropriate.
- Promote a safe and responsible drinking environment by assisting with patron welfare and responding appropriately to intoxication, anti-social behaviour, or other incidents.
- Comply with all Workplace Health and Safety (WHS) requirements, policies, procedures, and reasonable directions issued by festival management.
- Take reasonable care for their own health and safety and that of fellow staff, contractors, artists, volunteers, and festival patrons.

- Identify, report, and where appropriate address hazards, risks, incidents, near misses, and unsafe work practices in a timely manner.
- Use equipment, materials, and work areas safely and in accordance with training, operational procedures, and manufacturer guidelines.
- Participate in festival inductions, safety briefings, emergency procedures, and incident response processes as required.
- Maintain a clean, safe, and organised work environment throughout all festival operations, including setup, service periods, and pack-down activities.

Relevant Experience

About You

You are an experienced hospitality professional with a strong customer service focus and the ability to thrive in a fast-paced environment. You bring a positive attitude, communicate effectively, and take pride in delivering excellent service to patrons, artists, and guests.

Reliable, adaptable, and proactive, you work well as part of a team while demonstrating initiative and attention to detail. If you enjoy creating positive experiences and contributing to a dynamic festival environment, we would love to hear from you.

How To Apply

Please apply via our [online application form](#) only.

Please provide your CV including at least two referees. Applicants will be contacted directly by a member of the Brisbane Festival team should we wish to progress their application.

Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalised folks tend to only apply when they check every box. So, if you think you have what it takes, but don't necessarily meet every single point above, please still get in touch. We would love to have a chat and see if you could be a great fit.

Brisbane Festival is an equal opportunity employer committed to diversity in the workplace. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. Aboriginal and Torres Strait Islander People, LGBTQIA+, culturally and linguistically diverse applicants and people with a disability are encouraged to apply.

Privacy

The following is extracted from our Privacy Policy. If you wish to view the entire policy, please request a copy via the email address above.

1.3. Information for job applicants (including volunteers)

1.3.1. Collection of your personal information

If you are applying for a job with us, you may be required to provide us with certain personal information, including your:

Name; Residential address; Postal address; Telephone numbers; Email address;
Employment history; Educational background.

in person, over the telephone, by fax or email, as part of, or in relation to, your job application.

In considering your information, we may also collect information about you from the referees you nominate in your application.

1.3.2. Use of your personal information

We will only use your personal information for the purposes of considering your application and, if successful, your employment.

1.3.3. Disclosure of personal information

In considering your application, it may be necessary for us to disclose some of your personal information to third parties to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.