

JOB DESCRIPTION

Job Title:	Bar Supervisor
Grade:	2
Responsible to:	Bar Manager
Responsible for:	Supervision of up to 20+bar staff

Job Purpose:

To be responsible for the day to day supervision of the campus bar, ensuring the highest level of customer service is provided to all customers.

Main Duties and Responsibilities:

Supervision of the bar;

Ensure the bar opens on time and is ready for business.

When on duty in the bar, to be responsible for a team of student staff members when the bar manager is not available.

Provide excellent front of house service, check the bar is adequately staffed, speed of service and cleanliness is maintained.

Keep staff productive and ensure the team meet the standards of the bar, addressing and correcting practice where required.

Maintain back of house and cellars to a high standard.
Actively respond to basic problems that occur. Liaise on shift with Bar/Duty Manager to resolve complex issues.

Contribute to the organisation of bar provision and direct coordination of staff for events and functions as required.

To maintain a good working relationship with other department staff, internal/external security and clients etc.

Ensure the safe running of the bar, and for those standards to be monitored and maintained.

Actively check all areas of the bar are operational whilst open, i.e. toilets, smoking area. Escalate issues to relevant departments where necessary.

Ensure the bar closes on time, end of day jobs are completed to a high standard, the premises is checked and secured via opening and closing checks

Stock & Financial Control;

Provide supervision and assist in the timely and accurate completion of tasks including and not limited to;

Till and cashing up procedures. Ensure all staff are following correct cash handling methods.

Check deliveries for accuracy and quality.

High value items of stock are secured in cellars on delivery.

Stock rotation is applied and that the correct storage method is applied to each product.

Undertake stock taking duties as required.

Displayed items should be monitored and replenished as required.

Ensure merchandising and point of sale for the bar and other applicable advertising space is to the required standard and in date.

Contribute ideas for income generation/maximise sales and special offers.
Record any wastage.

Collate financial information as requested by the Bars Manager/Duty Manager.

Assistance with staff training;

Assist with staff inductions as required.

Monitor new staff and allocate shadow support for the first few shifts.

Report back to the Bar Manager any areas where refresher training may be required.

Provide operational guidance to staff where required.

Brief/debrief staff at the beginning and end of shift.

Health & Safety;

Ensure high standards of health and safety and food safety checks are completed at all times.

Supervise the cleaning and maintenance of bar equipment. Ensure any faults or problems with equipment are reported.

Storage areas are kept in a clean, tidy and safe.

Work in a way that minimises risks to the health and safety and security of self and others.

All cleaning products and any other substance that could cause a health risk are used according to C.O.S.H.H guidelines.

Have a full understanding of the fire evacuation procedure for the bar.

Legislation, Company Policy & Procedures;

Ensure the bar operates within UK Licensing Law Regulations at all times.

Carry out administration duties as required, maintaining a good working knowledge of Agresso, Fidelity and Kinetix and any other relevant systems and processes.

Understand and actively support wider company policies relevant to the role, including carbon reduction and energy efficiency initiatives.

General Duties and Responsibilities

Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Promote and market bar events and products via social media and assist with supporting these events across campus such as graduation and bespoke external bookings.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Flexibility with working hours as expected with a bar/pub style work environment – weekends, later nights.

Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

To oversee operations and responsibilities in absence of the bar manager.

Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

PERSON SPECIFICATION**Post Title: Bar Supervisor**

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Good general level of education. First Aid Certificate, or willingness to achieve on appointment Fire Warden Training, or willingness to achieve on appointment	Formal training gained in other relevant areas e.g. Cellar management. Personal Licence Holder
Experience / Knowledge	Recent and relevant experience in a similar role working knowledge of UK licensing laws Demonstrable experience of cash/stock handling Experience of working in and supervising a team	Knowledge of relevant Health & Safety legislation Barista experience
Skills / Personal Requirements	Ability to communicate effectively a wide range of people Excellent customer service skills to influence and motivate others A good level of computer literacy and numeracy, in particular experience of working with Excel and Outlook Ability to work flexible hours according to the needs of the business. This will include working shifts, weekends and evenings	