

JOB DESCRIPTION

Job Title: Duty Bars Manager

Grade: G

Responsible to: Head of department Retail, entertainment and bars (HOD-REBS)

Responsible for: Supervision of 30+bar staff and an average turnover of £440k

Job Purpose:

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

Main Duties and Responsibilities:

To support the HOD-REBS to achieve sales and profit targets.

To ensure the bar operates within Licensing Law Regulations at all times.

To have responsibility for the recruitment, selection and management of staff, ensuring that the bar is staffed appropriately in relation to fluctuations in demand.

To ensure that all staff are adequately trained to perform the duties and responsibilities of their roles.

To comply with established systems for stock and cost control, following correct procedures to ensure all internal transfers are correctly coded and billed.

To undertake stock takes as required, following established procedures to ensure stock take targets are achieved.

To administer cash systems, ensuring that tills are reconciled and staff follow the correct procedures at all times.

To provide bar provision and staff for external and internal functions as required.

To ensure that all products are displayed in line with Health and Safety guidelines. To ensure temperature checks on food products and equipment are carried out and recorded as specified under Health and Safety guidelines.

To carry out administration duties as required, maintaining a good working knowledge of Agresso and Kinetix and all relevant systems and processes.

To collate financial information as requested by the HOD-REBS.

To ensure a high standard of housekeeping at all times.

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

To maintain an awareness and control of all security systems associated with the bars.

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

To deputise for the HOD-REBS in his absence.

To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To work within the relevant legislation, policies and procedures.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Duty Bars Manager

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Good general level of education.	Full clean driving licence. First Aid Certificate. Training in other relevant areas e.g. Cellar management.
Experience / Knowledge	Demonstrable experience in a similar role. A good working knowledge of licensing laws. Knowledge of relevant Health & Safety legislation. Experience of managing a team. Knowledge of stock control procedures. A good level of computer literacy, in particular experience of working with Excel and Outlook.	
Skills / Personal Requirements	Ability to communicate effectively a wide range of people. Excellent customer care skills. Ability to work flexible hours.	