



Bar Supervisor: Job Description

Job Title:	Bar Supervisor
Reports to:	Audience and Sales Manager
Salary:	TBC
Working hours:	Variable
Terms:	Part-time
Location:	Queen's Hall Arts Centre, Hexham
Main purpose of role:	To manage the bar service to offer an efficient and cost-effective service. To ensure that the best possible customer service is offered whilst ensuring the correct staffing and stock levels as well as a profitable bar operation.
Key Tasks and Responsibilities:	<ol style="list-style-type: none"> 1. Ensuring the bar and staff operate efficiently 2. Upholding high hygiene standards 3. Ensuring Health & Safety procedures are followed 4. Reconciling banking and ensuring accurate record keeping 5. Liaising about hiring and training staff 6. Creating weekly work schedules and rotas, in addition to monitoring staff levels and reporting hours worked 7. Creating written procedures for set up, service and packdown 8. Maintain inventory and stock for both bar and ice cream 9. Weekly stocktake and reordering 10. Monitoring and responding to customer experience and comments 11. Reporting issues and trends regularly 12. To operate, abide by and take appropriate responsibility for company policies as may be required, eg Health & Safety, Equal Opportunities, Disciplinary & Grievance Procedures. 13. To undertake such other duties and responsibilities consistent with the level, nature and grade of the post, as may be required. 14. To participate in the identification of personal training and development needs and to participate in training as required. 15. Be aware that this is a physical role, which will involve lifting stock, moving furniture or equipment, and standing for long periods during shifts.

Person Specification	<p>ESSENTIAL:</p> <p>Ability to work flexible hours, including weekends and evenings.</p> <p>Experience of working in a bar, catering or retail setting.</p> <p>Experience of working with money, including cashing up.</p> <p>Good general education demonstrating numeracy, literacy and IT skills.</p> <p>An interest and enthusiasm for theatre, live music and performing arts.</p> <p>Good interpersonal and communication skills.</p> <p>Self-motivated, capable of working on own initiative or as part of a team.</p> <p>Ability to work accurately and quickly under pressure.</p> <p>DESIRABLE:</p> <p>Experience of work in a theatre, arts centre, music venue or similar building.</p> <p>Experience of supervising staff.</p> <p>Experience of managing stock-taking.</p> <p>Experience of work planning and establishing priorities.</p> <p>Knowledge of Health & Safety legislation and other relevant legislation and guidelines to safe working practices in theatre.</p> <p>ADDITIONAL INFORMATION</p> <p>All Queens Hall Arts appointments are subject to a six month probationary period.</p> <p>Staff are entitled to 30 days paid leave per year. This is inclusive of statutory holidays. Holiday entitlement must be taken within the year that it accrues.</p>
-----------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------