

IMPERIAL COLLEGE UNION

JOB DESCRIPTION

Title:	Casual Bar Duty Manager
Division:	Imperial College Union
Job Family/Level	Casual £8.00 per hour
Responsible to:	Venue Manager & Assistant Venue Manager (Beit Quadrangle Bars) or h Bar Manager (Sherfeild level Zero Bar) or Reynolds Bar Manager (in Hammersmith)
Responsible for:	Supervision of Bar Steward staff, Security Contractors
Campus:	South Kensington based within Imperial College Union Building in the Beit Quadrangle or The h Bar in level Zero within the Sherfeild Building or The Reynolds Building in Hammersmith for the Reynolds Bar.
Strategic Relationships:	Commercial Services Manager, Event Coordinator, Kitchen team members, Clubs and Societies, Customers and clients and other Imperial College staff as well as other union staff
Purpose of the Post:	<p>The Bar Supervisor will aid in all aspects of delivering the bars and venues in order to maximise the profits of the Union's licensed trade, catering and entertainments provision at either the Beit Quadrangle South Kensington Campus or the h Bar in the Sherfeild building or The Reynolds bar in the Reynolds Building in Hammersmith.</p> <p>They will be tasked with to collation of any relevant information on any given shift and briefing the team to ensure that the best levels of customer service possible in all areas, providing the highest standards of presentation. To provide an enthusiastic presence in the Bars and ensure that customers are served in a polite and friendly manner. To supervise the Bar operations during trading and non trading hours.</p> <p>S/he will aid with the delivery of all hospitality and catering within the Bars, serving a range of internal and external customers.</p> <p>They will represent the Venue or Bar Management team in their absence and will assist in the onward development of, but not limited to the bar function. He/she will lead from the front, becoming well known to our customers and community.</p>

Responsibilities

1.0 Operational

- Supervising other subordinate members of staff, including casual and contractor's staff.
- To oversee all delivery aspects of all of the Union's Licensed Trade, Catering and Entertainments provision, including one-off events in the absence of the Venue or Bar Management team.
- To work closely with other Union and College departments to aid in the delivery of larger events, such as the Summer Ball, End-of-Term Carnivals, Careers fair, external conferences and other events.
- Liaising with the Venue, Bar and Assistant Venue Managers to ensure adequate staff coverage in all outlets.
- To prepare the premises for opening at the beginning of each day, ensuring that all doors to non-public areas are locked or alarmed, and all fire exits are unlocked and unobstructed. To aid in the protection of the premises licence by ensuring that we abide by the licence and other licensing laws, including upholding the four licensing objectives. To ensure that proactive and positive steps are taken to ensure that our operations do not have a negative effect on the wider community such as neighbours, local businesses and the College ensuring that till areas are clean and litter free.
- Checking that supplies of till stationery and change are always available.
- Ensuring goods are attractively displayed and correctly priced.
- When filling shelves with stock, ensure that shelves, glass and other display areas are clean and dust free.
- Informing a Manager when stock lines are getting low or have sold out.
- Receiving and helping with any stock deliveries ensuring that the correct amount of items are signed for, and that the delivery note is correct with regard to the goods supplied. Sign and date the delivery note.
- Ensuring the storing of goods in the stockrooms in a tidy and logical fashion.
- Maintaining a smart appearance and a polite manner at all times.
- Ensuring that at the end of a shift, all staff hours are recorded as instructed by The Manager
Ensuring the Bars and surrounding areas are clean and ready to start the next shift.

2.0 Staff Management

- To provide clear and unambiguous guidance to the staff so they can provide our members and customers with a well run, professional and consistent service on all levels.
- To liaise with the security team and the Venue or Bar Manager in taking a pro active approach to customer safety, to maintain an inclusive environment for all of our members and customers.
- To provide leadership, direction and coaching for the Bar Steward Team on a shift by shift basis.
- To encourage a culture of support, learning and development. To develop and maintain a learning and development culture in the department to ensure that all staff performance is supported.

- To aid The Assistant Venue or Bar Manager in training of the Bar Steward teams ensuring that best customer service and practice can be achieved.
- To cascade any instructions or feedback from the Venue or Bar Manager, Assistant Venue Manager, and Commercial Services Manager and other senior managers to all relevant members of the Bars and Catering Team.
- To ensure that the bars and catering teams adhere to all relevant legislation, including Health and Safety, Licensing and Hygiene laws, as well as Union and College policies.

3.0 Financial Management

- Being fully conversant with all till procedures.
- To keep safe and to reconcile all money in accordance with the Union's Financial Procedures; and to inform the Commercial Services Manager of any irregularities immediately.
- Ensuring that end of shift cashing up procedures are carried out in accordance with Union financial procedures.
- Ensuring all monies and keys are secure at the end of the shift.
- Maintaining a high standard of cash handling by ensuring that all financial procedures are strictly adhered to by all staff.
- Have a working knowledge of the Bar's EPOS systems.
- To be responsible for effective stock management and cash control on a given shift and providing guidance to staff in the effective control of stock and cash; and ensuring that adequate systems are maintained, and adhered to. Including line checks.
- To ensure that the bar areas are maintained in an efficient manner to limit the amount of waste generated.
- To keep precise information on trading and trading patterns as set out by the Venue or Bar Manager to help better inform budgets and future activities.

Entertainments

- To deliver the set Entertainments programme for the Union and external events, liaising with external promoters and agencies.
- To maintain the entertainment related publicity and to work with the Union's marketing department to ensure that all relevant media are effectively utilised for the promotion of the Union's entertainments.

4.0 Customer Service

- To lead a culture of excellence in customer service, ensuring that customer needs and expectations are exceeded whenever possible
- To ensure that all areas of the department are clean and tidy and that maintenance requirements are reported immediately

- To deal with all types of customer feedback in a courteous, friendly and efficient manner.
- To ensure that all staff receive training in customer service on a regular basis

5.0 Health and Safety Management

- To ensure the health and safety of customer, suppliers and visitors to the department and the Union's one-off events
- To ensure that the Union's and College's Health and Safety policies and appropriate Health and Safety legislation is adhered to at all times and to provide leadership in health and safety management for the Bar Steward Team.
- To guide staff in health and safe working practices, and to ensure that the department has adequate cover in terms of first-aiders and fire marshals.

6.0 Specific Duties

- To liaise with The Events Coordinator to ensure that our clients' needs are met, in regards to corporate events, Private hires and internal functions, including the delivery of relevant events as requested by the Commercial Services Manager.
- To prepare and maintain any reports and records or other administration tasks as set by the Venue or Bar Manager.
- To aid in the training and provide support for other member of the Commercial Services team.
- To aid in the coordination the Bars Steward team to deliver the Drink offer for major events, such as the Summer Ball Event, Term Carnivals and Careers fair as well as during normal trade patterns.
- To be responsible for the safekeeping of all keys, passes, passwords and codes and to ensure that proper security measures are in place in order to prevent unauthorised access to restricted areas or items.
-

7.0 Other

- To attend meetings and training events as required.
- To comply with Union and College policies, procedures and constitution at all time.
- To undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To make themselves available for training as needed. Including but not restricted to Licence and First Aid training
- To have a flexible approach to duties and work and, in particular, adopt a team focused management style with departments and activities across the Union.
- To encourage a culture of warmth, inclusive and tolerance in the Commercial Services team as well as members and customers.

- Promoting and maintaining the Union's policies, principles, rules and regulations.
- To be flexible in working hours within the agreed pattern of trading hours, many evening and weekend hours will apply.
- Undertaking any other reasonable duties as requested by the Venue or Bar Manager

Training and Professional Development

Imperial College Union considers regular and on-going training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

Notes

Imperial College and Imperial College Union are committed to equality of opportunity and to eliminating discrimination. All employees are expected to adhere to the principles set out in the College's Equal Opportunities in Employment Policy, Promoting Race Equality Policy and Discrimination Policy and all other relevant guidance/practice frameworks.

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

You will also be expected to observe and comply with all College policies and regulations, for example Health and Safety, Data Protection etc.

IMPERIAL COLLEGE UNION - PERSON SPECIFICATION

Job Title: Casual Duty Bar Manager

	Essential	Desirable	Tested at Application	Tested at Interview
Qualifications				
Appropriate <i>Health and Safety</i> Qualification		X	X	
Personal License holder		X	X	
Experience				
Experience of managing people in a busy, licensed trade premises within a customer-focused environment.	X		X	X
Experience of dealing with <i>cash and the reconciliation of monies</i>	X		X	X
Experience in stock control and cellar management, including the keeping of real ale.		X	X	X
Experience in dealing with a wide variety of people from different cross sections of society	X		X	X
Experience in the execution of minor events and functions.		X	X	X
Experience of working in a higher education or charity environment or students' unions.		X	X	X
Knowledge				
A <i>working knowledge of Licensed Trade products</i> , with particular reference to the student market		X	X	X
A working knowledge of Health and Safety legislation, COSHH and relevant best practice		X	X	X
A sound understanding of the requirements for operating licensed premises and specialist events		X	X	X
Skills and Abilities				
A proficient user of IT, enabling efficiencies and improved service through the effective use of technology	X		X	X
Demonstrable <i>leadership skills</i> , with the ability to inspire confidence from team members		X	X	X
Excellent communication skills with the ability to relate to and communicate efficiently with people at all levels	X		X	X
Values, Attitude and Personal Style				
Evidence of commitment to continuing personal and professional development	X		X	X
A leader on equality of opportunity who value diversity and removes barriers to equality	X		X	X
An excellent role model who promotes high standards of probity, integrity and honesty	X		X	X
The ability to work flexibly and well under pressure	X			
A commitment to <i>achieving excellence</i> in service delivery and ability to demonstrate this with their personal actions	X			
A strong commitment to working a <i>democratic and student-led environment</i>	X		X	X