

**JOB TITLE**

General Manager

**DEPARTMENT**

Nine Sports Bar &amp; Lounge

**RESPONSIBLE TO**

Head of Catering

**RESPONSIBLE FOR**

Assistant Manager, Supervisors &amp; Bar Staff

**JOB SUMMARY**

Plan, direct and oversee the effective running of all bar operations and events including managing staff, ensuring product and service standards are met, implementing and maintaining procedures for maximum operating efficiency, sales and marketing activity and for the overall profit and loss, including revenue generation, of the bar.

**ROLE RESPONSIBILITIES**

- Assist the Head of Catering in the setting of daily/weekly/monthly targets and budgets for the bar;
- Ensure that targets and budgets are effectively communicated to all staff and strategies are implemented to ensure these are met and exceeded;
- Identify opportunities for increasing profitability and maximising revenue generation through analysis of sales and market research;
- Drive sales through marketing and promotional activity, and social media engagement;
- Maintenance of low wastage levels and cost control through stock management, rotation, accurate recording and active monitoring;
- Prepare daily/weekly reports as required;
- Development and delivery of all training requirements to include but not limited too comprehensive instruction in service standards, Health and safety at work, licensing and consumer protection legislation;
- Ensure that all staff perform to the relevant standards of service, quality, health and hygiene;
- Foster an environment where improvements to products, processes and service are welcomed and encouraged;
- People management including recruitment, training and development, cost conscious rota planning, performance management, appraisals and involvement with any conduct or disciplinary issues;
- Coordinate and control all aspects of stock deliveries, including development of strong relationships with external suppliers ensuring records are accurate and up to date;
- Manage the bar, cellar and stock storage areas, ensuring they are secure, neat and clean at all times;
- Operate safe practices to ensure all areas of the bar, including cellar and stock storages, are safe and secure, protecting the safety of the staff, members and guests at all times;
- Contribute to the formulation and review of risk assessments for the bar;
- Take responsibility for monitoring and reporting any health and safety issues, defects of equipment and any incidents involving theft or hazard to the relevant department;
- Opening and closing venue whilst on duty only as a key holder and being on alarm call-out list and adhering to all associated procedures;



## ROLE REQUIREMENTS

- Perform duties with due regard to club policies and procedures and legislative requirements at all times;
- Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all;
- Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements;
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required;
- Any other reasonable duties as required.

## QUALIFICATIONS

### ESSENTIAL

- Personal Licence holder.

### DESIRABLE

- Qualification in a related field.

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

### ESSENTIAL

- Previous experience managing a large city centre bar;
- Management of P&L accounts;
- Excellent mentoring, coaching and people management skills;
- Training and development focused;
- Experience in sales and marketing including social media engagement;
- Customer focused;
- Excellent communication, verbal & written skills;
- Complaint handling experience.

### DESIRABLE

- Experience using the Zonal system;
- Full driving license (preferably clean).

## CRIMINAL RECORD CHECK REQUIREMENT

This role does not require a criminal records check (CRC).

Where a role requires a CRC this must be obtained by the Club. The requirement of a CRC for this role is due to responsibilities relating to children under the age of 18 years and/or adults at risk of harm.





## GENERAL STATEMENT

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

## SAFEGUARDING & WELFARE STATEMENT

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

If a role requires a CRC at Standard or Enhanced level (which may include checks against the Barred List), it is exempt from the Rehabilitation of Offenders Act (1974). Therefore all convictions, including all spent convictions that may not be subject to filtering by the disclosure should be declared on the documents provided as part of the recruitment process.

## EQUALITY, DIVERSITY & INCLUSION STATEMENT

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We require all staff, volunteers and others associated with the Club to share and endorse this commitment.

You are required to ensure a positive attitude towards equality, diversity and inclusion at all times. You must ensure that you treat others fairly and with respect. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy. You must not commit any form of direct or indirect discrimination, victimisation or harassment of any description and must promote positive working relationships between all internal and external stakeholders.

## DECLARATION

I acknowledge receipt of this job description. I have read, understood and agreed the terms outlined above. I understand that I must adhere to the requirements of this role for the duration of my employment. I further acknowledge and understand that the requirements of this role will change and evolve over time and that I must adhere to the requirements of the role as they apply from time to time. I also acknowledge and agree that I may be issued with an alternative job description to reflect my role as it changes over the course of my employment.

Following an offer, and acceptance, of employment I acknowledge and agree that I may be added to one or many of the different software system providers that the Club uses (which may change from time to time) in order to administer my employment, to facilitate my role and my employee benefits and for the purposes of effective communications.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_