



JOB TITLE Bar Supervisor

DEPARTMENT Public Bar

RESPONSIBLE TO Assistant Bar Manager

RESPONSIBLE FOR Bar Staff & Glass Collectors

JOB SUMMARY

To assist the management team in the effective day-to-day management of the bar in relation to staff, stock, events, and promotion. Lead by example, to ensure that all staff deliver the highest level of service and standards through a customer focused approach.

ROLE RESPONSIBILITIES

- Support and lead staff by example to ensure that the highest possible levels of customer service and standards are delivered, ensuring products are served to company and brand specification by the team at all times;
- Foster an environment of teamwork through effective communications with all staff in both the bar and food teams;
- Support the management team with the day-to-day operations of the bar to ensure the business is run effectively and efficiently;
- Support the management team to cascade briefings and training on any new/amended product offering and promotional activities, as required;
- Cash up tills and carry out safe checks in line with financial procedure;
- Deal with any issues that arise promptly and professionally, escalating where necessary;
- Drive sales by ensuring staff are upselling products, promotions, and events;
- Escalate any performance issues to the management team immediately, e.g., lateness, discrepancies, incidents;
- Maintain appropriate stock levels, take, and check stock deliveries and support with stock takes;
- Maintain staff rotas, ensuring appropriate levels of cover at all times;
- Assisting in the recruitment of new staff;
- Deal with customer requests and bookings however they are received;
- Ensure all areas of the bar, front and back of house are clean, tidy, and well presented at all times;
- Adhere to opening and closing duties of the business to ensure the safety of the Bar and the assets within the bar;
- Adhere to all relevant legislation including but not limited to; Fire, Health and Safety, Food Hygiene, Licencing Law, Challenge 21, Trading Standards, COSHH and any other company policies;
- Any other reasonable duties.



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;
- Maintain an awareness of data best practice and ensure working practices are appropriate in collaboration with club's legal/compliance/other relevant functions;
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required.

QUALIFICATIONS

Essential

- GCSEs in maths and English, grade A-C, or equivalent.

Desirable

- Qualification in related field;
- Personal Licence holder;
- Food hygiene qualification;
- COSHH knowledge and training.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- Previous experience supervising a busy bar;
- Motivated to deliver a high-quality food and drinks service;
- Customer focused;
- Strong mentoring, coaching and people management skills;
- Ability to work unsupervised in a busy environment;
- Ability to work well in a team;
- Flexible approach to work;
- Excellent communication, verbal & written skills;
- Complaint handling experience;
- Knowledge of Licencing Law, Challenge 21, and Trading Standard.

Desirable

- Previous use of Zonal system;
- Fire Safety knowledge;
- Health and Safety knowledge;
- Full UK Driving License (preferably clean).

CRIMINAL RECORD CHECK REQUIREMENT

This role requires a basic criminal records check (CRC) deemed suitable by the Club.

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.

As part of this commitment, all staff are expected to undertake regular safeguarding and welfare related training and to ensure the environments in which they work remain safe at all times. This includes ensuring 'best practices' are adopted at all times and incidents or concerns are proactively reported. Safeguarding is considered everybody's responsibility.

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 expect that all staff, volunteers and others associated with the Club share and endorse this commitment in a positive manner. The club does not tolerate any form of direct or indirect discrimination, victimisation or harassment. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy which can be found at www.nufc.co.uk/UnitedAsOne .