JOB DESCRIPTION

TITLE: Bar Supervisor (and support to the Buttery)

LOCATION: Bar, Magdalene College, Cambridge

HOURS OF WORK: 40 hours per week basis

RESPONSIBLE TO: Head of Catering Services

AUTHORITY OVER: Team of casual staff

SKILLS AND EXPERIENCE: We are searching for a committed, proactive bar supervisor. The role will be to promote the college bar and engage with our student population. Hire and train staff, and ensure that patrons are receiving excellent drinks service. You will also manage inventory and resources, plan promotional events together with student representatives, ensure that quality and safety controls are followed, maintain current licenses and update vendor contracts, create staffing schedules, and set business objectives to manage gross profit margins and maximise customer satisfaction. You should also be able to work with diverse personalities and diffuse tense situations as they arise.

In order to succeed as bar supervisor, you should be observant and have the ability to think critically and efficiently. You should be a skilled communicator with problem solving, observation, and interpersonal skills. Manage the business aspects of the bar, such as holding a current alcohol license, negotiating supplier contracts, taking inventory and reordering supplies, managing budgets, and setting goals.

RESPONSIBLE FOR: Providing Bar & beverage services and maintaining standards within the Bar, whilst being responsible for working within the Buttery and serving Fellows, Students & Staff, Conferences, Banquets and Weddings

PURPOSE: To provide a smooth and efficient service through direct management of all staff and ensuring all staff under your control are fully conversant and trained in their responsibilities. This includes direct management of:

- The College Bar
- Bars for Weddings
- Bars for Commercial Lunches & Dinners
- Bars for Conferences
- Staff training
- Staff Welfare
- Ordering
- Stock Control
- Financial management of the department
To delegate, and implement all health Safety and Hygiene procedures that are received from the College Management.

To support the Buttery as the position is a dual role and this involves serving and supporting events throughout the year.

LATERAL RELATIONS: Kitchen, Buttery, Fellowship, Conference Office, Maintenance, College Porters, Domestic Team, Computer Office, Bursary and all other Departments within the College.

EXTERNAL RELATIONS: Customers, nominated suppliers and representatives of companies on our supplier list, outside contractors from within the department or from other College departments.

DUTIES

GENERAL:
• To maintain good relationships with Fellows, students, commercial clients, customers and suppliers
• To be responsible for ordering all products that are directly required by the department and to service the business to the standard required
• To abide and be aware of college policies
• To attend meetings where required
• To manage the supply and distribution of all Bar Products

PERSONNEL:
• To ensure there are adequate staff for each service by implementing all rotas, typically of casual staff who on occasion are asked to help with the bar
• To consult with the Head of Catering Services for bar staff vacancies.
• To devise and implement a Departmental Training Plan and carry out on job training for all staff.
• To process timesheets, checking hours and overtime, and pass them to the Head of Catering Services for authorisation
• To ensure that all staff under your control maintain high standards of personal hygiene at all times.

FINANCIAL & SECURITY:
• To take responsibility for the attainment of departmental budgeted financial performance
• To maintain a high degree of security in the areas under your control and to inform management immediately of any pilfering or shortfalls in delivery
• To ensure that all staff have left the premises before they are secured
• To ensure that everything is locked up and unnecessary electrics are turned off on leaving (lights etc)
• To be responsible for all cash handling procedures in your department
• To be aware of any purchase price changes and adjust the selling prices accordingly after consulting the Head of Catering Services
• To be aware of any security flaw in the Department and report it to the management accordingly
• To carry out stock takes on all products (monthly)

HEALTH & HYGIENE:
• To maintain a high standard of hygiene required by the Food Safety Act 1990 & The Food Safety (General Food Hygiene) Regulations 1995.
• To check that all areas within your department are kept in a clean and presentable state.
• To ensure that all hygiene schedules are completed, copies signed and filed in line with requirements.
• To carry out all departmental Risk Assessments, maintain the records and act on any findings with these assessments.

OTHER:
• Any reasonable request made by the Head of Catering Services.
Person Specification

Knowledge and experience:
1. Numerate and literate to GCSE standard or equivalent
2. Knowledge of financial procedures for cash handling is required, and knowledge of stock taking procedures would be an advantage
3. Previous experience of bar service is desirable
4. Good knowledge of drinks and food trends and basic knowledge of wine is desirable
5. Basic knowledge of COSHH, H&S, Basic Food Hygiene is required; training will be given
6. Experience of working within a Cambridge College is desirable but not essential

Personal skills and abilities:
1. Reliable and enthusiastic, with a ‘can do’ attitude and significant experience in a customer facing role
2. Ability to work well when under pressure
3. Ability to work as part of a team and provide cover when necessary, but also able to work alone using your own initiative
4. Ability to operate an EPOS till
5. Personal licence holder is desirable but not essential

Salary and Conditions

- The post is offered at a salary of £23,963 per annum.
- The post is full-time, working an average of 40 hours per week as part of the Buttery two week rota, five days out of seven.
- A uniform and meals on duty are provided.
- There will be a six month probationary period.
- The post-holder may, subject to meeting the enrolment criteria, be eligible to join the College’s auto enrolment pension scheme at the relevant time, with the option for enhanced employee and employer contributions following successful completion of the probationary period.
- The post holder must be aged 18 or over in order to sell alcoholic beverages in the College bar.
- The College offers excellent benefits to employees, including:
  - Contributory pension scheme
  - 33 days holiday (inclusive of Bank holidays), Cycle to work scheme
  - Free use of sports facilities, the college gym and college owned punts
  - Annual staffing outing and regular social events
  - A wonderful physical setting in which to work.
  - Staff are also eligible for discounts on many local services and University facilities as University Card holders

[VH/HM Jan 2022]

Job description/Bar Supervisor