

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF29035
<b>Post Title:</b>	Venue Lead
<b>Grade:</b>	4
<b>School/Department:</b>	Campus Commerce / Catering, Hotel & Conference Services
<b>Reports to:</b>	Bars Manager
<b>Responsible for:</b>	Bar Teams (not line managing)

## Purpose

The Venue Lead will support the Head of Residential Catering and Bars & the Bars Manager in the operation of the University's Bars ensuring they run legally, responsibly & in a commercially viable manner.

## Main duties and responsibilities

1. Ensure that trading area is running to agreed budgets.
2. Supervise team members to ensure specifications are adhered to and high standards are maintained.
3. Provide on-the-job training such as barrel changes and cleaning tasks.
4. Ensure shifts & wider operations run smoothly and efficiently.
5. Work with the Management team to ensure financial stability and growth of trading area.
6. Maintain a safe and secure working environment.
7. Adhere to the University food safety code of practice.
8. Maintain a high standard of personal hygiene.
9. Ensure excellent customer service at all times.
10. Ensure good food hygiene, health and safety practices and associated procedures as per area Health and Safety Policy and Food Safety Policy.
11. Supervise the retail of alcohol in accordance to legal and regulatory requirements.
12. Establish and maintain a good rapport with customers.
13. Deal with individual customer feedback.
14. Supervise the Bar Service.
15. Specialise in a particular commercial area or subject as agreed with the Bars Manager.
16. Supervise the cash operations including, opening, operating and closure of the payment points, in line with financial procedures.
17. Ensure floats and cash takings are secure in line with financial procedures.
18. Order supplies from internal and external suppliers while assisting in ensuring good stock control.

19. A working knowledge of the Saffron system for inputting invoices, stock taking and recording wastage.
20. Have a good understanding of the area specific HACCP and universities food safety codes of practice. Ensuring all documentation is completed and maintained correctly.
21. Engage with the principles within the Investors in People best practice models within Estates.
22. Such other duties as may be required by the Catering Management Team and to deputise as required.
23. Ensure operations are conducted in a manner to ensure the highest reasonably possible environmental and sustainability standards.
24. To take reasonable care for your own health and safety, and that of persons who may be affected by your acts or omissions at work. You are required to consult your immediate manager on precautions and procedures relevant to your activities. You must comply with local rules, safe working procedures and emergency arrangements and must not interfere with or misuse anything provided in the interests of health, safety or welfare.

### **Supervision received**

The Bars Manager will supervise the post-holder with input from other Senior Catering Managers such as the Catering Systems Manager,

### **Supervision given**

The post-holder will aid with the supervision & organisation of Bar Staff.

### **Contact**

This post will interact with customers, other parts of Catering Services, external suppliers, regulatory bodies & other members of the University.

### **Terms and conditions**

Due to the nature of Bars, this post will require up to 75% of hours worked to be outside of normal University working hours of Monday to Friday 8am to 5pm. Our typical operating hours are Monday to Friday 8am to 1.30am and Saturday, Sunday & Bank Holidays 11am to 1.30am.

**Annual Leave will not generally be permitted during term time unless for an exceptional reason (31 weeks).**

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

# PERSON SPECIFICATION

Job Title	School/Department
Venue Lead	Catering, Hotel & Conference Services

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Able to communicate quickly &amp; clearly with teams.</li> <li>• Desire to embrace and implement change.</li> <li>• Motivate staff to achieve results.</li> <li>• Excellent Customer Service focus.</li> <li>• Good written and verbal communication skills.</li> <li>• Ability to mix and create cocktails.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in the Licensed Trade.</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Level 1 Food Hygiene Certificate</li> <li>• GCSE/O Level</li> <li>• Qualifications in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• A' Levels</li> <li>• Degree in a relevant subject</li> <li>• Personal Licence Holder</li> <li>• UK/EU Driving Licence</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of Bar Management.</li> <li>• Basic understanding profit and loss accounts.</li> <li>• Good Numeracy Skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Kinetics</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Infectious passion for drinks.</li> <li>• Experienced manager of bar environments.</li> </ul>	<ul style="list-style-type: none"> <li>• Bar Catering Knowledge</li> <li>• Understanding of Universities</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Calm under pressure</li> <li>• Diplomatic</li> <li>• Discretion</li> <li>• Ability to problem solve and think outside of the box</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly as operations require.</li> </ul>	

Completed by: Matt Tebbit	Date: 18 <sup>th</sup> May 2016
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