



BAR SUPERVISOR JOB DESCRIPTION

SALARY	£22,360 pro rata
CONTRACT TYPE	Permanent, part time
HOURS & LOCATION	20 hours per week, exact times to be agreed. This post will include evening and weekend work.

The position is based at The Garage.

LEAVE 4 weeks per year (pro rata) plus Bank Holidays (pro rata)

REPORTING TO General Manager

RESPONSIBLE FOR Bar Staff

DESCRIPTION OF ROLE The main purpose of this role is ensuring the customer receives the highest quality service, and to be responsible for the day to day running of the bar, ensuring all staff are fulfilling their duties.

This job description is not exhaustive and may be amended from time to time because of changing circumstances. The post holder is expected to work flexibly including evening and weekend work and to complete all agreed tasks and objectives.

TO EXPRESS INTEREST Please email your completed application form and a cover letter (no longer than one side of A4) detailing your interest in the position and how you feel you meet the specification to recruitment@thegarage.org.uk by Thursday 16th February at 9am. CVs will not be accepted.

Interviews will be held Wednesday 22nd February.

Please note, this post will be subject to Enhanced Disclosure and Barring Service check.

We encourage applications from all backgrounds and communities and are committed to supporting the diversification of the Creative Industries. We actively encourage applications from people who consider themselves to be part of minority groups. We are committed to equality and diversity within our workforce and all opportunities provided by the Garage Trust Limited.



THE GARAGE
NORWICH



THE WORKSHOP
KING'S LYNN

MAIN DUTIES

BAR

- Taking orders from customers and serving refreshments as requested
- Providing a positive and friendly customer experience by interacting with visitors, event guests and attendees. Have a good working knowledge of stock and use this to make recommendations to the public
- Collecting, washing and restocking glassware and crockery when necessary
- Complying with all food and drink-hygiene regulations and licencing requirements, including verified age on photographic ID and knowing when to refuse service
- Arranging the rota and liaising with the General Manager and Venue Services Coordinators to ensure sufficient staffing and supply of refreshments for events
- Coordinating and undertaking training of the bar team
- Ensuring that The Garage bar is clean and tidy at all times and assisting with general housekeeping of the space where required
- Working with the Senior Management Team to develop the bar space into a desirable location and expand the offer

STOCK MANAGEMENT

- Completing a stocktake on a fortnightly basis and reorder stock as required
- Ensuring stock rotation occurs and stock is 'held' in the correct manner, recording any wastage
- Monitoring and maintaining a well-stocked bar

FINANCE

- Following all till and cashing up procedures and ensure all staff are following them correctly
- Assisting in cash handling procedures
- Reconciling daily takings and report figures to the Finance Administrator on a regular basis, including banking cash and cheque takings on a regular basis, when required

CUSTOMER SERVICE

- To act in a professional and positive manner at all times
- To strive to achieve a culture that is totally focused on the delivery of the best possible level of customer service at all times.



- To strive to constantly achieve the highest operational standards and to actively seek to improve and find solutions where issues are identified
- To increase the customer experience through taking a pro-active and lively approach to engaging and forging professional relationships with customers.
- Be customer-focused at all times and conduct the service in a friendly and professional manner.

MARKETING

- Grow and manage the bar's social media presence in partnership with The Garage Trust's Marketing team

HEALTH AND SAFETY

- Completing health and safety related procedures as instructed by the General Manager or other member of the Senior Leadership Team
- Help to ensure all bar staff are working within Health and Safety regulations

GENERAL

- To maintain discretion and strict confidentiality in particularly sensitive situations
- To be aware of and work in accordance with all Garage policies including: Health & Safety; Data Protection; Child Protection, Equal Opportunities
- To act appropriately and as an advocate for The Garage at all times
- Undertake other duties in line with the needs of the organisation and as reasonably requested by the Senior Leadership Team
- On occasion you may be required to close the building, including locking and enabling the alarm systems (full training will be provided)

REQUIREMENTS

ESSENTIAL

- Experience of working as a supervisor in a bar/hospitality environment
- Experience of delivering high quality customer service

DESIRABLE

- Interest in working in an arts and culture environment
- Knowledge of food hygiene processes
- Knowledge of the work of The Garage Trust