



Job Description

Job title:	Bar Supervisor
Department:	Catering Front of House
Purpose of the role:	Front of House, serving customers
Reporting to:	Hospitality Manager, Ass. Hospitality Manager
Reporting to the post holder:	Student bar staff
Financial responsibility:	Over see income of the bar, stock taking
Salary Band:	Band 7
Hours:	5 days per week (variable) on a shift pattern, mainly evenings during term-time, with some daytime cover at other times and as required.
Working environment:	Within Catering Department, including dining and service areas
DBS check required?	No

Main duties

The Bar Supervisor is primarily responsible for overseeing the operation of the College bar, which is open from 5pm until 11.30pm. The post-holder ensures that levels of customer service, operational standards and correct procedures are maintained. They are responsible for driving footfall and income in the bar, working with students and colleagues to creatively attract customers.

As part of the wider Catering operations team, the Bar Supervisor will also assist with other catering operations wider supervisory team with College and internal events and catering.

Team supervision

- Recruit and onboard new student bar staff at the start of each year, liaising with HR and Tutorial to ensure paperwork is completed and submitted.
- Train all bar staff, ensuring that all mandatory compliance training is completed on time.
- Day-to-day supervision of the team of student bar staff, including rota scheduling, on-the-job training and coaching, ensuring procedures and standards are consistently maintained.
- Ensure that health and safety measures are consistently and correctly applied, including cleaning rotas, fridge temperature checks, food temperatures, probe calibration checks.
- Ensure compliance with licensing laws, regulations and licensing requirements.

Stock management

- Order and manage inventory of bar supplies including alcohol, food, equipment, cleaning and coffee supplies.
- Create, update and advertise the drinks menus in collaboration with the Hospitality Manager or Head of Catering.
- Alongside the Head of Catering and the Hospitality Manager, monitor the College bar financials including sales, purchases and overheads.

Customer service

- Consistently demonstrate excellent levels of customer service, setting an example for the bar team to follow, and coaching them when necessary.
- Handle customer complaints or concerns promptly and professionally.
- Ensure a clean, organised and well stocked bar area.

Marketing

- Using customer feedback, creatively devise and implement bar events, promotions and activities to attract different customers, including both College members and external customers.
- Work with the JCR and MCR committees and the Staff Council to establish a series of student and staff and Fellows events.
- Work with the Communications team to promote the bar, bar activities, merchandise and events.

Person Specification

	Essential	Desirable
Skills, knowledge, experience	<ul style="list-style-type: none"> • Strong customer service experience in a food & drink environment. • Some experience of training and supervising others. 	<ul style="list-style-type: none"> • Personal licence holder
Personal attributes	<ul style="list-style-type: none"> • A positive, can-do attitude with a creative approach to problem-solving. • Well-presented, polite and friendly and able to deal with a wide variety of people. • A professional and responsible approach to work and colleagues. 	