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**Job Description**

**Post Title:** Casual Green Room & Bar Supervisor

**Responsible to:**  Duty Manager

**Salary Grade:** £9.61 per hour + 12.07% holiday pay

**Working Hours:**  As and when required. Flexible working to include; daytimes, evenings, weekends and bank holidays

**Principle Duties of Post:**

1. To supervise bar staff and assume operational responsibility for the smooth running of the Green Room and bar operation at the Lichfield Garrick. This will include, ensuring the bar is fully and appropriately stocked at all times and appropriately staffed at all times within the allocated budget.
2. Delivering a high level of customer care.
3. Managing and supervising the bar provision during normal theatre opening times, proactively maximize sales of all FOH stock and ensuring the smooth running of the bar function during corporate events as required.

**Main Duties:**

1. To supervise the bar team and ensure good communication between the bar staff and the Head of Front of House at all times.
2. To ensure that staff maintain regular hand washing and personal hygiene, wear correct PPE and oversee all bar staff maintaining high standards of cleanliness in and around the bar areas.
3. To proactively maximize sales of all Front of House stock through upselling, promoting pre-ordered drinks, and highlighting any current offers.
4. To assist with the staff rota and ensure adequate levels of staffing within the agreed financial framework.
5. To oversee stock, share responsibility for ordering stock and maintain careful rotation of existing stock levels.
6. To manage complaints where appropriate and report issues to the Front of House or Duty Managers.
7. To provide and maintain excellent customer care to all Lichfield Garrick customers and users of the service.
8. To supervise the team’s use of the electronic point of sale system, Tevalis tills, Preoday (pre-ordering of drinks) and ensure that staff understand and apply all procedures and processes. To keep all tills and listed products up to date during the shift.
9. To operate using Lichfield Garrick operations manual for procedures and policies and comply with all Lichfield Garrick training and procedures.
10. To maintain a high level of cleanliness in the bar, cellar and bar store.
11. To ensure pipes and all of the equipment used for the delivery of beverages are clean to a very high standard at all times.
12. To produce drinks to the customer’s requirements ensuring licensing guidelines are adhered to at all times.
13. To comply with all relevant legislation governing Licensing laws, hygiene and Health & Safety. To ensure that a covid-safe environment is maintained at all times for both staff and patrons.
14. To ensure the financial procedures for the receipt of cash are followed in line with financial regulations.
15. To assist, when required, in the preparation, service delivery of functions and other events, in addition to daily Bar duties
16. To be willing to undergo relevant training as directed by the Head of Front of House.
17. To maintain a high standard of personal cleanliness and dress in line with Lichfield Garrick Policies and Procedures.
18. To bring to the attention of the Duty Manager all defects in the furniture fixtures and fittings, and any staff issues arising during day to day operations.
19. Any other appropriate duties as required by the Head of Front of House or Senior Managers.

The Lichfield Garrick reserves the right to vary the content of the job description, following consultation, to reflect the changes to the job without changing the general character of the post or level of responsibility.

**Person Specification**

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| **Essential Criteria** | **Desirable Criteria** | **Means of selection** |
| **Experience**  Experience of supervising a team.  Experience of working with the public face to face.  Cash handling.  Experience in Bar work.  A broad appreciation of the working of the Licensed trade  Food handling and preparation. | Experience running a bar in a theatre environment. |  |
| **Qualifications / Training**  GCSE level | Cellar management course 2/3  Personal License Holder |  |
| **Skills and Abilities**  Excellent communication and people skills.  Ability to work under pressure and remain calm in a busy environment.  Ability to pay close attention to detail.  Ability to supervise, manage and motivate a team.  Ability to work as part of a team  Cash handling and reconciliation skills.  Self Motivated |  |  |
| **Special Attributes**  Able to work flexible hours to fit with the opening hours of the Theatre, will include evenings, weekends and Bank Holidays.  Reliability and honesty. | Knowledge of relevant legislation |  |