

Job Description & Person Specification

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| Role: | Bar & Café Supervisor |
| Reports to: | Bar & Café Manager |
| Salary: | £15.08 per hour (pay award pending) |
| Contract: | 10 month fixed term contract, 7 hours per week minimum plus variable overtime hours as available |

Purpose of the role

This is a fantastic opportunity to gain supervisory experience and support a terrific team at Princess Pavilion, a popular bar, café and events venue much loved by our customers.

Duties will include supporting the existing team at busy times to provide a great customer experience, and providing cover for absences. The job will involve evening and weekend work and may require call out.

Duties and responsibilities

1. Supervise café, bar and kitchen staff to ensure the café and bar operates effectively. This will be on a casual basis to provide additional supervisory cover at busy times.
2. Deputise in the absence of the Bar & Café Manager and be the first point of contact for any issues involving café/bar staff and/or visitors.
3. Assist with the facilitating of bookings and events for the Garden Room Café and Bar.
4. Assist with writing risk assessments and relevant safety and hygiene information for any events or operations happening in the café and bar in liaison with kitchen, venue and events staff.
5. Assist with the monitoring of stock levels in the café and bar and relaying orders from the kitchen and front of house team to the Bar & Café Manager.
6. Work with the Council's compliance and security staff and contractors regarding premises security, opening and closing and site safety.
7. Supervise the cleanliness of staff and the physical bar area and paying attention to possible health hazards and regulation violations.

General

8. Undertaking all duties in accordance with Council policies, in particular those relating to health, safety & wellbeing at work, Data Protection, Information Security, Financial regulations, Customer Care and Equal Opportunities.
9. Being aware of your responsibility under Health & Safety law, taking reasonable care of yourself, your colleagues, other contractors and members of the public at all times whilst at work.
10. Undertake risk assessments, comply with safe systems of work and actively promote a safety culture within the workplace.
11. Always represent and promote the service and the Council positively.
12. Carry out any other such duties as may be required by the Council from time to time, commensurate with the grade of the post.

| Person Specification | Essential | Desirable | Method of assessment |
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| Experience and knowledge | <p>Experience in a busy bar and café hospitality setting</p> <p>Knowledge of beers, wine and spirits, and barista experience</p> | <p>Supervisory or management experience</p> <p>Kitchen experience</p> <p>Event experience</p> <p>Experience in mixology</p> <p>Knowledge or experience of local government and its place supporting the local community</p> | <p>Application form</p> <p>Interview</p> |
| Personal attributes | <p>High level of self-motivation</p> <p>Ability to organise and prioritise workloads to meet deadlines and get the best out of our existing team</p> <p>Good work ethic and ‘hands on’ approach</p> <p>Ability to remain calm under pressure</p> <p>Dependable and reliable</p> | <p>Be adaptable and able to accept changes in work pressures</p> | <p>Interview</p> |
| Skills and abilities | <p>Excellent interpersonal and customer care skills</p> <p>Ability to place orders strategically, based on holding stock levels and upcoming events</p> <p>Ability to work effectively alone and as part of a team</p> <p>Excellent communication skills</p> <p>Diplomatic and able to deal with concerns and disagreements in a professional and pro-active manner</p> | | <p>Application form</p> <p>Interview</p> |
| Education and training | <p>Relevant food & hygiene certificates</p> <p>English and Mathematics GCSE or equivalent</p> <p>Commitment to continuing professional development</p> | <p>Relevant hospitality management qualification</p> <p>First aid at work certificate</p> | <p>Application form</p> |

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| Special circumstances | <p>Willing to work irregular hours including some evenings and weekends, split shifts and being on call</p> <p>Willing to have a weekly changing rota, depending on venue events, shows and performances.</p> <p>DBS Basic Disclosure</p> | | <p>Interview</p> |
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