



## Job Description: Sodexo Live!

|  |                                       |
|--|---------------------------------------|
| Function:                                      | Operations                            |
| Position:                                      | <b>Bar Supervisor – Shearer’s Bar</b> |
| Job holder:                                    | TBC                                   |
| Date (in job since):                           | TBC                                   |
| Immediate manager<br>(N+1 Job title and name): |                                       |
| Additional reporting line to:                  | General Manager                       |
| Position location:                             | Shearer’s Bar – Newcastle United      |

### 1. Purpose of the Job – State concisely the aim of the job.

To support the management team in the effective day-to-day operation of the bar, ensuring exceptional service delivery, compliance with all standards, and achievement of commercial and operational targets. To lead by example and drive a customer-focused culture.

### 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- High-volume bar environment
- Responsibility for supervising bar staff and glass collectors
- Delivery across matchdays, events and peak trading periods

### 3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



Assistant Bar Manager → Bar Supervisor → Bar Staff / Glass Collectors


To be defined

**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

Operating in a fast-paced, high-volume environment where maintaining service standards, compliance, and customer satisfaction is critical. Ensuring adherence to licensing law, health & safety, and company procedures while managing peak demand and team performance.

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Lead team to deliver high standards of food and beverage service
- Maintain cleanliness and presentation of all bar areas
- Support recruitment, training and rota management
- Ensure effective daily bar operations and customer service

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- Drive sales through upselling and promotions
  - Manage stock control, deliveries and stock takes
  - Carry out till reconciliations and adherence to financial procedures
  - Ensure compliance with all legal and company requirements

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Consistent delivery of service excellence and customer satisfaction
- Achievement of sales and upselling targets
- Effective team leadership and staff performance
- Compliance with all operational, licensing and H&S standards
- Accurate stock and financial control

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

**Essential:**

- Strong customer service focus
- Experience supervising teams in a fast-paced environment
- Excellent communication skills
- Knowledge of licensing law and health & safety
- Ability to work evenings and weekends

**Desirable:**

- Stadium or high-volume bar experience
- Personal Licence holder
- Experience with POS systems
- Stock control and event coordination experience

**8. Management Approval** – To be completed by document owner

|                |   |      |  |
|----------------|---|------|--|
|                |   |      |  |
| Version        | 1 | Date |  |
| Document Owner |   |      |  |

**9. Employee Approval** – To be completed by employee

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|---------------|--|------|--|
|               |  |      |  |
| Employee Name |  | Date |  |