

Job Description: Bar & Cellar Manager



Function:	Sodexo Live!
Job:	Bar & Cellar Manager
Position:	Bar & Cellar Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Operations Manager
Additional reporting line to:	Operations Manager, Head of Operations, Catering Services Director
Position location:	St James Park, Newcastle United Football Club

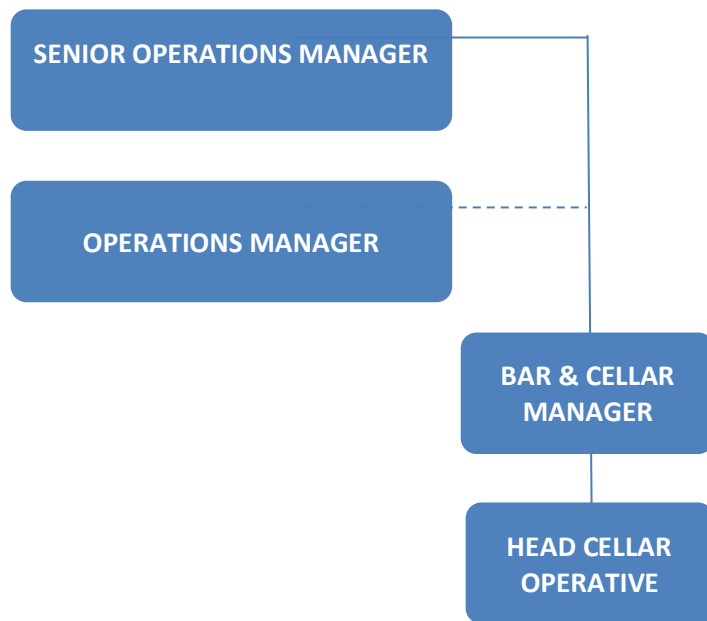
1. Purpose of the Job – State concisely the aim of the job.

- To ensure the consistent delivery of high-quality drinks service throughout matchday, non-matchday and special events operation leading to achievement of liquor related targets and budgets.
- To ensure that all cellars and beverage storage areas are always clean and well maintained so that best possible quality of product is always being served.
- To ensure that all bar and cellar team members are adequately trained and have an up-to-date and comprehensive knowledge of products and promotions.
- To manage ordering, delivery and rotation of all beverage stock and relevant equipment to ensure that all areas are sufficiently stocked based on anticipated business/sales.
- To manage and drive liquor GP% through accurate monthly and annual stocktaking as well as creative and proactive promotion and training.

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.

Characteristics	▪			

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



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.

- Ensuring strict adherence to licensing law and ensuring compliance with all licensing related objectives.
- Handling customer complaints and proactively addressing any negative feedback from client.
- Ensuring strict adherence to food allergen regulations.
- Ensuring strict adherence to Sodexo policies specifically relating to management of Health & Safety.
- Management of purchasing and stock rotation to ensure stock levels are managed effectively in line with business demands.

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

- Supervise and manage all team members and day-to-day operations relevant to bars and cellars.
- Review and order stock as required based on forecasted business in accordance with agreed par stock levels required for each bar and cellar area.
- Accept all deliveries in a safe and timely manner ensuring that all relevant paperwork is completed in line with company procedure.

- Once accepted, managed the efficient re-distribution of stock based on anticipated sales ensuring that effective stock rotation takes place through stock distribution.
- End-to-end management of Zonal EPOS system ensuring that all deliveries, transfers and sales are processed leading to accurate and effective month-end and year-end stocktakes.
- Ensure that all routine cleaning and maintenance is conducted in accordance with all relevant Sodexo's Health & Safety guidelines and that all necessary paperwork is completed to reflect this.
- Conduct all routine line cleaning in a safe manner, ensuring this is sensibly managed around the demands of the business and that all chemicals are handled strictly in accordance with manufacturers guidelines.
- Ensure that all cleaning, as mentioned above, is conducted using the appropriate chemical agents and is only conducted by those that have been trained to complete these activities safely.
- Operate any relevant machinery as needed in accordance with completed training and manufacturer instructions.
- Safe disposal of all waste produced by the bar and cellars department in accordance with Sodexo's site-specific Waste Management guidelines.
- Ensure that all corridors, working areas and fire exits and kept clear of all bar and cellar equipment in accordance with all Sodexo fire related Health & Safety guidelines and Safe Systems of Work.
- Report any accidents, near misses and defective equipment upon discovery and in accordance with company policy ensuring that where possible hazardous situations are addressed immediately, or equipment is removed from circulation.
- To assist in the management of Health & Safety administration relating to the bar and cellar operation.
- Always ensure the security of all bar and cellar areas by managing the security of keys, equipment and materials throughout the catering facility.
- To assist in the recruitment, induction and training of all bar and cellar staff ensuring a skilled bar and cellar workforce with comprehensive understanding of product offering and promotions.
- Supervise bar and cellar staff in the execution of their duties, leading by example and ensuring maximum productivity, providing any necessary on the job training and identifying any developmental among the team to help improve the overall performance of the department.
- Participate in matchday briefing sessions, driving standards within bars and cellar service and motivating team members to improve sales and revenue by engaging with incentive and targets.
- Supervise bar and cellar related operations throughout matchdays and special events, focussing on training, quality control and guest satisfaction.
- To complete departmental rotas to ensure business demands are met and to consistently review business, ensuring that any relevant additional resource, including staffing, is ordered or sourced as required.
- Review business event sheets thoroughly to ensure all functions are suitably prepared for, that any special requests are met and any opportunities for enhanced customer service and sales are seized.
- Regularly review business sales reports, identifying opportunities to improve liquor GP% through effective product selection, creative promotion and incentive and staff training.
- Conduct annual wine list and tariff review ensuring product lines remain fresh and cost effective, conducting product tasting session with NUFC client on a seasonal basis.
- To collaborate with suppliers on the creation of all tariff and menu related collateral such as wine lists and point of sale signage.

- Build and maintain productive working relationships with key suppliers and brand representatives, to assist in the create a comprehensive training plan for the season and well as operational plans for matchday and special events.
- To ensure that all work is carried out in a safe and manner, in accordance with all Sodexo company policies including the need to wear all role and task specific PPE as required.
- To attend all meetings and training as required including all mandatory Health & Safety as well as any ad-hoc company briefings.
- To collaborate with other heads of department on event proposals, sales and marketing strategy and package reviews.
- To consistently show a proactive and flexible approach in all areas of work, including assisting other departments as and when required which includes but is not limited to setting function rooms and participating in food service, as well as completing any reasonable request from Operations Manager or other upline managers.
- To comply with all Sodexo personnel related company policies including but not limited to grooming and hygiene standards, social media policies and time keeping and attendance.
- To fulfil role as Duty Manager, supervise conference and events and deputise for Meeting & Events Manager and Operations Manager as required.

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 achievement of liquor GP% and related targets through maximisation of sales and control of liquor related expenditure.
- Achievement of 'Green' standard following any Sodexo or external Health & Safety audit.
- Achievement of agreed objectives set out annual personal development reviews.
- Consistent achievement of positive feedback from client and customer surrounding bar and cellar service.

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

Essential:

- Experience of bar and cellar management within a large operation with high volume conference and banqueting and special event business essential.
- National Certificate for Personal Licence Holders essential.
- Excellent communication and leadership skills essential, providing the ability giving the ability to recruit, train, manage and motivate a skilled bar and cellar workforce.

- Experience of ordering and delivery process as well as monthly and annual stocktaking essential.
- Experience of managing EPOS and cashless payment systems both front and back of house desirable.
- Ability to maintain professional relationships with diverse range of suppliers, team members and guests essential.
- Knowledge and understanding of the wider market trends and the ability to work closely with colleagues in order to fulfil client needs.
- Experience managing diverse teams and associated departmental rosters.
- Knowledge and understanding of liquor GP% management as well as creative and proactive approach to achieving budgets.

Desirable:

- Experience working within a sports and leisure/stadia.
- Extensive knowledge and/or qualification in wine, food pairing and mixology.
- Experience working within a sports and leisure/stadia environment desirable.
- IOSH Managing Safely qualification or equivalent.
- Food Safety Level 3 qualification or equivalent.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Commercial Awareness
- Rigorous management of results
- Brand Notoriety
- Leadership & People Management
- Learning & Development
- Employee Engagement
- HR Service Delivery
- Innovation and Change
- Business Consulting

9. Management Approval – To be completed by document owner

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Document Owner			