

Job Description: Sodexo Live!

Function:	Event and Catering Operations
Position:	Bar Manager
Job holder:	
Date (in job since):	-
Immediate manager (N+1 Job title and name):	Head of Bars and Cellar
Additional reporting line to:	General Manager
Position location:	ACC Liverpool

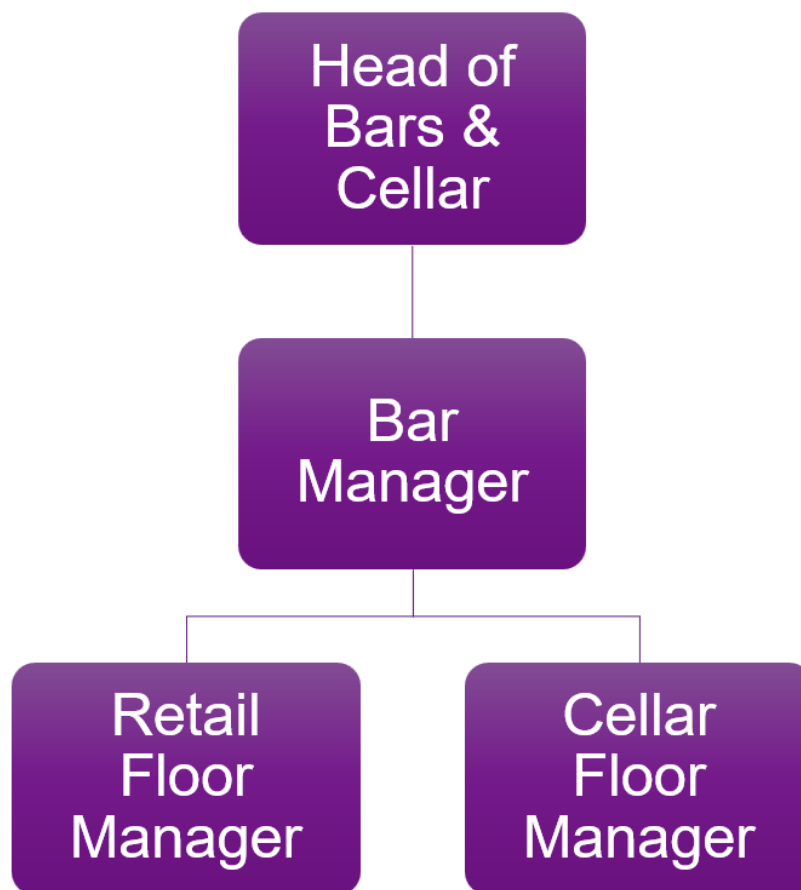
1. Purpose of the Job – State concisely the aim of the job.

To deliver the optimum service to a venue that is like no other and exceed our client's vision and expectations. The Bar Manager will support and lead the effective delivery of the bar and drinks operations within the ACC Liverpool whilst ensuring high levels of service are delivered across all events. Lead, motivate and engage the team whilst providing guests with the best possible experience by facilitating communication and teamwork. The Bar Manager will manage all bar and drink reception operations while reporting directly into the Head of Bars and Cellars supporting the overall stock control and planning across the ACCL.

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.

- Sodexo Live! UK&I Delivers services in food retail, hospitality catering, venue sales & hospitality ticketing sales and marketing.
- This role is for the Bar Manager and is responsible for managing all bar and drinks reception operations whilst supporting the effective operation of the stock process, control and ordering for the venue through the provision of planning, team management and service delivery.
- Within the role you will be managing multiple bars including the cleanliness, stock control and set up of the bars within the venue alongside managing a large number of casual workers and a transient workforce.

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.



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.

- Manage all bar and drinks reception operations and set-ups of bars across a range of diverse events.
- Support the effective planning of the stock and product menu offering across multiple events within the venue.
- Support the Head of Bars & Cellar, Events Managers and Head of Convention to deliver a range of different

events across the business.

- Ensure an exceptional working knowledge of stock inventory system, ordering processes, function stock sheets and cost control.
- Managing stakeholder expectations and balancing the expectations of senior management, department heads and employees while fostering a harmonious working relationship.
- Diverse operations and multiple events running simultaneously.

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

- Manage all bar and wet-led logistics of the operation whilst ensuring a friendly, professional and efficient customer service for all customers and clients.
- Lead, motivate and train the team to ensure high performance and exceptional service delivery across events.
- Ensure all bars are set up for events to the required specification.
- Create and manage all SOP's for the wet-led aspect of the operation.
- Support on the menu writing for the drinks operation.
- Support on stock sheets.
- Support Head of Bars & Cellar with stock deliveries, ordering process, and discrepancies.
- Support event leads with the set-up including stock management, equipment checks and kit preparation.
- Ensure a high level of accuracy regarding the stocktaking procedure.
- Ensure post-event clean-up and compliance with company procedures, including cash-up protocols and cleanliness expectations.
- Work with the Head of Bars and Cellar to manage stock for events and support drink offers and menu planning.
- Work with the Hospitality Account Manager to deliver Hospitality expectations to customers' expectations.
- Actively upsell products and maximise revenue capture.
- Attend all management briefings, partake in training required and lead briefs for the casual workforce and direct reports.
- Complete adherence to all licensing legislation, including that which is company specific.
- Be flexible and adaptable to changes, working in different areas as necessary due to business demands or in line with any reasonable request.
- Ensure compliance with legal requirements and company policies, while fostering a welcoming atmosphere and promoting upselling opportunities.
- Manage and assist the supervisors and team members to ensure exceptional service delivery.
- Maintain a favourable relationship with the Client ACC.
- Foster a collaborative and motivated work environment, addressing challenges as and when they arise.
- Ensure all company financial and administrative systems are maintained and implemented in the units. To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work and ensure that all legal requirements are met including; Health & Safety at work, Food Safety, Allergens, COSHH, Environmental Health, Fire Precautions and any others.
- Adherence to all Company Policies.

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.

- Manage all bars set ups for a range of diverse events under the guidance of department leads and client requirements.
- Deliver the Hospitality retail segment of the venue in line with client and customers expectation providing the highest level of customer service possible.
- Work with the Hospitality Account Manager to deliver Hospitality expectations to customers expectations.
- Support stock holding quantities and values in line with business volume requirement.
- Ensure that all areas under the cellar and bars operation fully comply with Sodexo Live! Policies on Food Safety & Health & Safety.
- Deliver events from planning and concept stage to commercially viable reality whilst being delivered in the expected timeframe.
- Support on the menu writing and planning stage of events while maintaining correct stock levels.
- Support and lead the successful delivery of all events within the ACC Liverpool under the guidance of Head of Cellar & Bars, Head of Convention, Event Management and Account Managers.

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

You will have proven experience of working within a Bar Management or Bar Supervisory position within the hospitality industry. The ideal candidate will have a passion for food, beverage and people, with attention to detail, time management skills and the ability to inspire and develop a team. A commitment to high guest satisfaction and a drive to nurture talent within the team within the team will be essential in this role.

Essential Skills:

- Previous experience of controlling and monitoring stock including discrepancies, wastage and ordering process.
- Must have knowledge in how to operate and run all aspects of a bar operation.
- Exceptional cleanliness standards.
- Understanding logistics for efficient running of events especially regarding the wet-led operation.
- Ability to motivate, recruit and retain team members.
- Exceptional communication and interpersonal skills with the ability to build rapport across clients, guests and team members.
- Excellent management skills with a desire to share knowledge and best practises.
- Ability to work under pressure and deliver against deadlines.



- Ability to communicate in a proactive and positive manner and build team relationships.
- Must have both collaborative and directive management skills.
- Professional presentation and conduct, to be able to interact with customers, clients and peers alike.
- Knowledge and experience of using Excel, Word and Outlook.
- Deliver excellence in operational service standards and customer satisfaction.
- Ability to work to financial targets and budgets
- Demonstrate an organise and analytical mind.
- Wine and Spirt knowledge.
- Personal License holder

Preferred Skills:

- Cocktail knowledge
- Previous experience of planning and supporting on menu writing
- Experience of leading and coaching others.

A flexibility to support across other areas of the business when required is a must alongside any other reasonable duties requested by your manager. This Job Descriptive is non-contractive and is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

8. Management Approval – To be completed by document owner

Version	1	Date	25/7/25
Document Owner	TL-L&D		

9. Employee Approval – To be completed by employee

Employee Name		Date	
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