

Job Description: Public Bars Manager

Function:	Operations
Job:	Public Bars Manager
Position:	Public Bars Manager
Remuneration:	Up to £25,000 per annum, 40 hours per week
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	
Position location:	Headingley Stadium

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

To oversee a range of operational logistics for the complex venue from full bars & cellars management to bars set up etc. The role will also include supporting the operational delivery of meetings & events outside of sporting fixtures. To ensure compliance with H&S at all times and deliver excellent customer/client management.

- Focus overall on liquor sales and cellar operation across public bars, driving liquor revenues and controlling stock to achieve gross profit percentage in line with budget
- Take responsibility for stock control, including ordering, acceptance, maintenance of stock levels and stock rotation, and return of any sub-standard items
- Ensure bars are clean and operationally ready on both match/event days and non-match/event days
- To manage the setup, breakdown, equipment and general logistics for the public bar areas.
- To manage the execution of the bar operations on all match/event days.
- To ensure safe working practices are maintained at all times.
- To effectively manage the casual labour spend within their department, working closely with relevant HOD's to manage this
- To be responsible for all variable cost lines for the public bars department (excluding Marketing).
- To work with the Staffing Manager to recruit, train and motivate a team of casual staff.
- To find industry leading innovations which could be brought to Headingley and implement these into the operational bars team.
- To minimise waste in the beverage line of the account.
- To carry out any reasonable requests from the Account Manager, ensuring business objectives and statutory needs are met in the most economic and efficient manner.
- To be flexible in their approach to the business needs, ensure working days reflect the needs of the business
- To take responsibility, act with initiative, and demonstrate energy and enthusiasm.
- Resilience – maintains personal effectiveness in all situations.
- Planning and Organisation – prioritises workload effectively, plans in activities to meet the needs of others, is thorough and shows attention to detail, proactively plans use of time to minimise reactivity.
- Achieve agreed KPI's

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.

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.

- Lead and Manage a team of staff on match/event days
- Cost effectively manage all logistics on site – manage stock levels, product, security
- Manage all public bars for all events – from planning, to ordering, set up and delivery, to cleardown and return. This is a very hands on role
- You will be required to support the catering operations department and to understand the flexibility required when business levels peak and trough, to deliver the best possible service
- To comply with all Sodexo policies and procedures
- Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company's labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
- All operational audits are passed by the unit – Safeguard Audit and Unit Business Health Check
- The casual labour spend is tightly managed, working closely with the Hospitality Bars Manager, Staffing Manager and Finance Manager
- There is a proactive attitude to continuous improvement with regular meetings to review service styles and product offers as well as customer feedback, ensuring that the whole team is engaged in this process.
- Processes are developed and followed to ensure all departments have the necessary information both pre and post match/event.
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
- Develop and maintain excellent product knowledge and use it to deliver the benefits of the product to the customer.
- To handle all administrative tasks in an efficient and timely manner and all information is stored clearly in folders for all to access
- To keep abreast of venue and company activities that impact the customer.

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

1. Manage the logistics for all bar departments at the venue, working with the Hospitality Bars Manager to achieve this.
2. Collaborate and work closely with the Hospitality Bars Manager, being onsite in their absence, with prior arrangement.
3. Work shifts as and when required
4. To support the hospitality bars operation and events in the non-sport month, typically October – January.
5. Apply attention to detail, ensuring the customer receives a quality product and service every time
6. Be passionate about food, beverage and customer service, seeking to ensure that the highest standards are met at all times
7. Be in attendance at core service times ensuring that all customers receive the best possible service as well as providing an initial point of contact should there be any questions or complaints
8. Organising and delivering events and functions to the required standards
9. Report and liaise regularly with management team regarding departmental performance and ensure they are informed of any relevant information or issues
10. Knowledge of health & safety and food safety in a catering environment and its implementation at site particularly in relation to bars and back of house
11. Maintain levels of quality, cleanliness, food safety and hygiene in line with company SEMS, Safeguard and local authority regulations i.e. EHO, HSE
12. Ensure security is maintained and events are staffed appropriately and in accordance with licensing laws and Licensing Procedures.
13. Embrace and grow a 'zero accidents culture' within your team by ensuring the accurate reporting of near misses and accidents as well as reporting any equipment defects to your line manager in line with company procedure
14. Ensure the correct storage and disposal of foods and beverages in line with company policies and procedures
15. Ensuring that all equipment used is in safe working order, checked regularly and any faults reported to management, ensure equipment is not used until safe
16. To be aware of the evacuation procedures and adhere to them in the event of an evacuation
17. Ensure all company documents are completed with integrity and that due diligence is practiced at all times
18. Take responsibility for stock control, including ordering, acceptance, maintenance of stock levels and stock rotation, and report & return of any sub-standard items
19. Completion of a monthly equipment and stock take of all goods under responsibility
20. The casual labour pool is managed and recruitment of any new positions is managed, working collaboratively with the Staffing Manager
21. Actively manage and encourage your team ensuring that company expectations are adhered to at all times.
22. Positive team culture and high levels of productivity and employee engagement are demonstrated
23. Maintain high standards of appearance and personal effectiveness across the department
24. Ensure all staff adhere to the uniform and personal hygiene policy as detailed within Company Induction pack.
25. Continue to develop one's own skills and knowledge within the position
26. Attend weekly HOD meetings to maintain levels of communication across the team
27. Able to work on own initiative within a team environment.
28. Undertake any other reasonable task as directed by the Account Manager
29. Gain a sound knowledge of the site EPOS system, including operational functionality as well as back of house reporting.
30. Financial accountability – achieving monthly targets and departmental figures, reporting on this accurately with the Finance Manager.

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.

- Full management of the planning and operational delivery of the public bars departments across full site.
- To manage the cost centres around the Retail budget both expenses and labour.
- To manage and control staff levels while ensuring budgetary requirements are met.
- A well organised venue in respect of logistics, stock management, bars management – not over-ordering and risking wastage but not under-ordering and losing sales
- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- H&S and Food Safety is adhered to at all times with correct practices and legal/ company specific documentation completed and up to date

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

Knowledge, skills and experience required:

Essential

- Proven leadership skills to lead and motivate a team
- Previous track record of employment in a similar role
- Proven experience in stock management, labour spend control and customer service
- Experience in working with Point of Sales Systems
- Competent IT skills including MS Word, MS Excel and MS Outlook
- Good time management and organizational skills
- Ability to work well under pressure managing multiple workloads
- Knowledge of Health and Safety and Food Safety
- Self-motivated with a sense of own initiative
- Flexible approach to role - must be available to work different shifts including evenings and weekends

Desirable, but not essential

- Basic Food Hygiene Certificate
- IOSH Managing Safely Qualification or Equivalent
- First Aid Certificate
- Experience of delivering training using company guidelines
- Personal Licence Holder

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

■ Growth, Client & Customer
Satisfaction / Quality of Services

■ Leadership & People Management

provided	
■ Learning & Development	■ Employee Engagement
■ Commercial Awareness	■ Analysis and Decision Making
■ Industry Acumen	Brand Notoriety

9. Management Approval – To be completed by document owner

Version	V1	Date	01.11.22
Document Owner	Rachel Fox		

I have received and read my Job Description and understand that it acts as a guide only to my duties and responsibilities and is not exhaustive; I agree to undertake any other duties deemed reasonable by the management.

EMPLOYEE NAME (please print)

EMPLOYEE SIGNATURE

ISSUED BY

DATE

Issue a copy of the Job Description to the employee and file a signed copy in the employee's Personnel and Training File.