



Job Description: Sodexo Live!

Function:	Operations
Position:	Duty Manager – Shearer’s Bar
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Kylie Clark – Assistant Manager
Additional reporting line to:	Chris Brown – General Manager
Position location:	Shearer’s Bar – Newcastle United

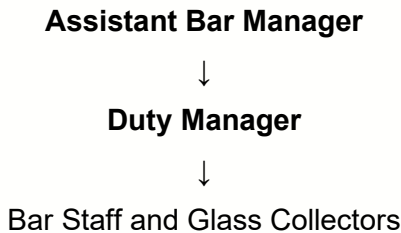
1. Purpose of the Job

- To assist the management team in the effective day-to-day management of the Public Bar, including staff, stock, event delivery and promotional activity.
- To lead by example and ensure all team members deliver high standards of customer service, product quality and operational compliance.
- To support a customer-focused, safe and well organised bar operation across matchdays, event days and regular trading periods.

2. Dimensions

- Responsible for: Bar Staff and Glass Collectors.
- Operational scope: day-to-day bar management support, stock control, cash procedures, staffing levels, customer requests, bookings and opening and closing duties.
- Working pattern: evenings, weekends and other hours aligned to business and event requirements.

3. Organization chart



4. Context and main issues

- Deliver consistent service standards within a busy, fast-paced bar environment.
- Ensure products are served to company and brand specification at all times.
- Maintain effective communication between bar, food and wider operational teams.
- Respond promptly and professionally to customer requests, bookings, complaints and operational issues, escalating where necessary.
- Support compliance with financial procedures, health and safety, food hygiene, licensing law, Challenge 21/25 requirements as applicable, trading standards and COSHH.
- Maintain a safe, clean, tidy and well-presented front and back of house environment.
- Support safe working, safeguarding, welfare, equality and data best practice requirements in line with relevant policies and procedures.

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

- People leadership and communication
 - Support and lead the team by example, maintaining high levels of service and standards.
 - Foster teamwork through effective communication with bar, food and support teams.
 - Support briefings and training for new or amended product offers, promotions and operational changes.
 - Maintain staff rotas and ensure appropriate levels of cover at all times.
 - Assist in the recruitment of new staff and escalate performance issues, including lateness, discrepancies and incidents.
- Service, sales and customer experience
 - Ensure customers receive a professional, efficient and customer-focused service.
 - Deal with customer requests and bookings through the appropriate channels.
 - Drive sales by ensuring the team promotes upselling opportunities, offers and events.
 - Resolve issues promptly and professionally, escalating to the management team where required.
- Operational control and compliance
 - Cash up tills and complete safe checks in line with financial procedures.
 - Maintain suitable stock levels, receive and check deliveries and support stock takes.
 - Complete opening and closing duties to protect the bar, colleagues, customers and assets.
 - Maintain all bar areas, front and back of house, to a clean, tidy and well-presented standard.
 - Adhere to relevant legislation, statutory requirements and company policies, including fire, health and safety, food hygiene, licensing, trading standards and COSHH.
 - Perform any other reasonable duties in line with operational needs.

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.

- Customer service standards are consistently delivered in line with company and brand expectations.
- The bar team is briefed, supported, organised and deployed effectively for the needs of the business.
- Cash handling, safe checks, stock control and opening or closing procedures are completed accurately and in line with procedure.
- Health, safety, food safety, licensing and operational compliance standards are maintained.
- Issues, incidents and performance concerns are dealt with promptly, professionally and escalated where required.

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

Essential

- Motivated to deliver a high-quality food and drinks service.
- Customer focused, with strong communication skills and the ability to work well within a team.
- Ability to work unsupervised in a busy environment and maintain standards under pressure.
- Flexible approach to work, including evenings, weekends and event-led business requirements.
- Strong mentoring, coaching and people management skills.
- Understanding of relevant policies, procedures and legislative requirements, including health and safety, safeguarding, welfare, equality and data best practice.
- Commitment to completing CPD, mandatory training and any additional training identified for the role.

Desirable

- GCSEs in Maths and English, grade A-C or equivalent.
- Qualification in a related field.
- Personal Licence holder.
- Previous experience supervising a busy bar.
- Complaint handling experience.
- Knowledge of licensing law, Challenge 25 and trading standards.
- Previous use of POS-based till systems.
- Fire safety awareness, health and safety knowledge and COSHH training.
- Full driving licence, preferably clean.
- Social media knowledge and ability to plan activities.
- Previous experience booking and arranging private functions, including client communication from start to finish.

8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			



9. Employee Approval – To be completed by employee

Employee Name		Date	