**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Bars Team Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Bar Shift Managers, Deputy Bars Manager, Bars Manager</td>
</tr>
<tr>
<td>Department:</td>
<td>Bars</td>
</tr>
<tr>
<td>Responsible for:</td>
<td>Bars Team Members</td>
</tr>
<tr>
<td>Date:</td>
<td>February 2019</td>
</tr>
</tbody>
</table>

**JOB PURPOSE & GENERAL INFORMATION**

To lead the allocated Bar Team, to ensure the smooth operation of the Bar you are given responsibility for on each shift, and to maintain very high standards of customer service and food/beverage quality at all times. Leading and motivating staff, working beside them behind the bar, and ensuring consistent excellent quality of product and service for student members and customers.

The post holder can be expected to work in any of the Students’ Association’s bars, working mainly on drinks service, but will also have an operational understanding of the food service side of the business in bar areas, and work closely with the Catering staff to ensure high standards of service in these areas.

**MAIN DUTIES AND RESPONSIBILITIES**

**Staff Supervision & Support**
- To ensure the Bars Team members provide an exceptional standard of service in all Students’ Association Bars and practice excellent standards of team work to maintain and deliver high standards of performance within their teams.
- To assist in any induction, training and development processes for Bars Team Members.
- To maintain a positive, friendly working environment.

**Standards & Service**
- To support and motivate Bars Team Members to ensure excellent standards of service in all our outlets, ensuring they deliver to the expected high standards and constantly striving to exceed the customer expectation.
- To directly lead teams in a number of Students’ Association outlets, working with the Bars Shift Managers and Bars Team Members to ensure consistent high standards of product and service.
- To ensure all bars meet the highest standards of cleanliness and hygiene before and after service and that all bars are fully cleaned prior to closure each day.
- To ensure that all front of house equipment is maintained in a clean and operational state before and after shifts and that bars are secure at all times.
- To ensure that all Bars are kept fully stocked and that excellent standards of product, presentation and delivery of all drink and food are maintained at all times.
- To ensure the standard of information inputted into the EPOS system is accurate, detailed and sufficient enough to facilitate the work of the Business Support and Controls Team.
Human Resources

JOB DESCRIPTION & PERSON SPECIFICATION

- Working with the Bars Shift Manager to ensure all staff are inducted, trained and inspired to provide customer service of a very high quality and consistency.
- To ensure operational procedures and agreed standards of cleanliness and hygiene are implemented, including practices as stipulated by Environmental Health.

Business Development & Efficiency
- To assist the Bar Shift Manager to ensure the bars run at maximum profitability within the set price structure.
- To follow good working practices, following established cash procedures, which ensure that all goods and monies received are properly accounted for, secure, and that opportunities for theft are minimised.
- To understand the role of the Bars in relation to the varied programme of activities and events in our buildings.
- To assist in the delivery of in house hospitality for events and conferences within the building.
- To ensure the conditions of our premises license are strictly adhered to at all times.
- Working with the Bars Shift Manager to help identify and attract new customers, whilst maintaining the existing clientele and being the first point of contact for queries and complaints relating to Bars during the shift.
- Working with the Bars Shift Manager to ensure the bars run at maximum profitability within the set price structure.
- To follow good working practices, following established cash procedures, which ensure that all goods and monies received are properly accounted for, secure, and that opportunities for theft are minimised.
- To understand the role of the Bars in relation to the varied programme of activities and events in our buildings.
- To ensure the conditions of our premises license are strictly adhered to at all times.
- Working with the Bars Shift Manager to help identify and attract new customers, whilst maintaining the existing clientele and being the first point of contact for queries and complaints relating to Bars during the shift.
- Working with the Bars Shift Manager to assist the Bars Cellar Manager Officer monitor the stock and stock control, service systems and storage procedures for front of house stock i.e. all liquor items and food items behind the bars and ensure accurate records are kept.
- Working with the Bars Shift Manager to assist with the marketing and promotion of all bars and other facilities, ensuring all bars are presented in a way that maximizes sales opportunities.
- To work closely with the House Management Team ensuring customer safety and building security.

Supporting the Bars Management Team
- To deputise for the Bars Shift Manager in his/her absence taking responsibility for all their areas.
- To work closely with the Catering Team on ensuring high standards of food service within bars areas.
- To ensure the conditions of our licenses are strictly adhered to at all times.
- To take an active role in the regular department meetings, feeding information back to the staff, both verbally and in writing.
- Any other appropriate duties as deemed necessary by the Bars Shift Manager or their direct line managers.

KEY RELATIONSHIPS
- Bars Manager & Deputy Bars Manager
- Bars Shift Managers
- Bars Stock Team
- All Bars Teams
OTHER:

- The Students’ Association’s overall vision is that ‘all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
- A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
- Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
- A commitment to training and development of self and others
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Bars Team Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>February 2019</td>
</tr>
</tbody>
</table>

**Person Summary:**
An enthusiastic, confident and competent Bar Team Leader with demonstrable experience of leading bar staff teams to a high standard with excellent levels of service.

A person with very high expectations of themselves and others, with a passion for great service, who takes pride in their work and that of their team, and who has the ability to maintain delivery at a consistently high standard.

## ESSENTIAL:

### Knowledge and Experience:
- Demonstrable experience leading bar staff teams in a customer-focused bars role.
- Knowledge of all products sold in bars and how to deliver them to the highest quality standard.
- Experience of assisting in the delivery of staff training and induction processes.
- High personal standards of performance and pride in your work.
- High expectations of your team and organisation and knowledge of how to realise those expectations.
- Understanding and experience of utilising EPOS systems in bars.
- Experience of managing customer flow and peaks/troughs in demand.
- Experience of managing difficult customers in an appropriate manner.
- An understanding of cellar management.
- Experience of cash handling and management.
- Working knowledge of appropriate evacuation procedures.
- A good working knowledge of Health and Safety issues relating to public bar spaces, events and licensing laws.
- Experience of food service to a high and consistent standard.

### Personal skills and attributes:
- A commitment to and understanding of ongoing staff professional development.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- The ability to demonstrate a positive, helpful and welcoming attitude to members and customers.
- The ability to build and maintain good working relationships with fellow staff and members/customers and to be a positive role model as a team leader.
- The ability to maintain a mature and calm disposition.
- The ability to lead and motivate staff.
- A willingness to learn new skills as required and undertake appropriate training.
- Smart personal appearance.
- Enthusiasm, imagination and ambition.
- Flexibility in terms of hours worked/shift patterns.
**Other:**
- A very positive attitude towards Edinburgh University Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members as well as for our customers.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

**DESI RABLE:**

**Knowledge and Experience**
- Experience of stock control
- Personal Alcohol Licence
- Basic Food Hygiene Certificate
- Driving license and access to own vehicle.
- Experience of working in a student bar environment

**Shared Values:**
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.
- Students first
- Home from Home
- A place for all
- Power to change

**Shared Competencies:**
- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Leading & Developing Teams
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 2 position.