Job title: Bars Shift Manager

Reports to: Bars Manager

Department: Bars

Responsible for: Bars Teams

Date: February 2019

JOB PURPOSE & GENERAL INFORMATION

To manage and ensure the smooth front of house operation of all Bars under your responsibility, 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 for student members and customers.

The post holder will work mainly in the Bars 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 Edinburgh University Student’s Association Catering staff on ensuring high standards of service in these areas.

MAIN DUTIES AND RESPONSIBILITIES

Staff Management, Development & Support

- To manage, lead and motivate the Bars Teams the post holder has responsibility for on each shift, to ensure excellent standards of service in all Edinburgh University Student’s Association Bars.
- To assist the Bars Management Team (Bars Manager & Deputy Bars Manager) in ensuring all Bars staff are inducted, trained and motivated to provide customer service of very high quality and consistency.
- To assist the Bars Management Team in maintaining adequate supervision and manning levels in the Bars at all times.
- To assist the Bars Management Team in managing the recruitment of all Bar Staff, working with the HR Dept.
- To assist the Bars Management Team in managing any formal or informal grievance or disciplinary action required within the Bars Team.
Standards & Service

- To ensure all Bar Team Leaders demonstrate and practice excellent standards of team leadership and maintain and deliver on high standards of performance from their teams.
- To personally provide a very high standard of customer service behind the Bars throughout the shift and to maintain a charismatic, presentable and calm attitude at all times.
- To ensure that all staff are trained in customer care, and all appropriate Health and Safety, COSHH and fire regulations.
- To ensure all Bars meet the highest standards of cleanliness and hygiene before and after service.
- 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.

Business Development & Efficiency

- To assist the Bars Management Team to ensure the bars run at maximum profitability within the set price structure.
- To follow good working practices, following the Student’s Association’s 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 Edinburgh University Student’s Association buildings.
- To assist in the delivery of in house hospitality for events and conferences within the buildings and outdoors working with the Functions and Honours Catering Team.
- To ensure the conditions of our premises license are strictly adhered to at all times.
- To help identify and attract new customers, whilst maintaining the existing clientele and being the first point of contact for queries, complaints etc.
- To assist Bars Stock and Business Support teams to monitor the stock and stock control, service systems and storage procedures for front of house stock
- To assist the Business Development team with the marketing and promotion of all bars and other facilities
- To work closely with the House Management Team ensuring customer safety and building security.

General Operational Support

- To ensure that Bars Management Team is appraised on a regular basis on all aspects of the Bars service, and to attend regular management team meetings.
- To work closely with the Catering Team on ensuring high standards of food service within bars areas.
- To take an active role in the regular department meetings, feeding information back to the staff, both verbally and in writing.
- To provide written or verbal reports to senior management when required.
- Any other appropriate duties as deemed necessary by the Bars Management Team or their direct line managers.
**KEY RELATIONSHIPS**

- Bars Manager
- Deputy Bars Manager
- Bars Shift Managers
- House Shift Managers
- Catering Shift Managers
- Business Support Team

**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

**Job title:** Bars Shift Manager  
**Date:** January 2018

### Person Summary:

An enthusiastic, confident and competent bar manager with demonstrable experience of managing bars and large staff groups to a high standard with excellent levels of service.

A person with very high expectations of themselves and others, with a passion for detail, who takes pride in their work and that of their team, who has the ability to maintain delivery at a consistently high standard, and takes a personal interest in the development of individuals within the team and the organisation.

### Essential:

**General:**
- A very positive attitude towards Edinburgh University Student’s 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 and exceptional service for Honours catering clients.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

**Specific:**
- Demonstrable experience of successfully managing staff (including a large number of part time staff) in a customer-focussed bars role.
- Good knowledge of all product sold in bars and how to deliver them to the highest quality standard.
- Experience of assisting in the development and delivery of staff training, development and induction processes.
- A good 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 and events & licensing laws.
- Experience of food service to a high and consistent standard.
## Personal Skills/Attributes:
- High personal standards of performance and pride in your work and high expectations of your team and organisation and knowledge of how to realise those expectations.
- The ability to build and maintain good working relationships with fellow staff and members/customers.
- A commitment to and understanding of ongoing staff professional development.
- Experience of generating and implementing ideas generated by staff at all levels.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- A demonstrable ability to manage difficult and potentially stressful situations with a mature and calm disposition.
- The ability to manage and inspire staff to strive for and achieve their full potential.
- A willingness to learn new skills as required and undertake appropriate training.
- Reliability and honesty.
- Enthusiasm, imagination and ambition.
- A well-presented and professional appearance.
- Flexibility in terms of hours worked/shift patterns.
- Good sense of humour and an understanding of how to be happy at work.

## Desirable:
- Experience of stock control
- Personal Alcohol Licence
- Basic Food Hygiene Certificate
- Driving license.
- Experience of conference catering
- 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 behavior, 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.