

Bar Manager

The Role

Job title:	Bar Manager
Department:	Commercial Services
Responsible to:	Associate Director of Commercial Services
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 6: £27,131 - £32,348 per annum
Term:	Full time, average 35 hours per week on a flexible rota to include weekends and evenings
Relationships with:	Staff, Clients, Students, Visitors and suppliers

Purpose

To work with the Associate Director of Commercial Services and Restaurant Manager to deliver the strategic vision of the Bar and overarching Commercial Services Department. You will be able to support and lead the development and implementation of the bar, catering and retail strategy. Ensuring that services provided are appropriately aligned to the changing needs of the University community and its commercial clients and delivers the high levels of student experience necessary. Your team will be trained to deliver high levels of customer satisfaction within all functions of responsibility.

Key Responsibilities

1. Monitor budgets and provide Associate Director of Commercial Services with regular reviews on costings, customer satisfaction and operating margins.
2. Develop, motivate, manage and train bar team to optimise performance identifying training needs through a regular performance and appraisal system.
3. Ensure adequate staffing levels at all times, whilst working within budgetary parameters and preparing a rota in good time.
4. Production of and adherence to Service Level Statements with ongoing review.
5. Manage the bar team, ensuring financial, operational and strategic targets are met. Provide written performance reports for Associate Director of Commercial Services.

6. Manage purchasing ensuring value for money, working in conjunction with departmental KPI's, working with purchasing consortia and suppliers to ensure optimisation of prices to achieve budgeted profit margins.
7. Collaborate with the Associate Director of Commercial Services to increase sales, promotional opportunities and develop commercial business whilst delivering first class customer experience.
8. Create and action training manual for Bar team working with Restaurant Manager
9. Client Management of non-residential function business in the absence of the Restaurant Manager, as required.
10. In conjunction with Associate Director of Commercial Services, develop and manage a social media strategy to promote business and opportunities.
11. Ensure all health, safety and hygiene regulations are applied in relevant areas and adhered to.
12. Nurturing and development of positive working relationship with Student Union and wider student body to develop and deliver calendar of events.
13. Such other reasonable tasks as may be requested by Associate Director of Commercial Services, such as deputising in case of absence.
14. To take responsibility for managing delivery of professional bar setups, and service of high quality food and beverage service. Acting and operating as a management representative of the Universities Commercial Service team, with high attention to detail, professional behaviour and demonstrating a "can do" attitude.
15. Maintain and promote all Departmental, Institutional & Legal procedures such but not limited to; COSHH, Health Safety and Welfare, Maintenance requests, Security, Reporting of incidents via online system and Licensing legislation
16. To maintain and manage high standards of cleanliness and hygiene in all areas, all campus bars, back bars, bathrooms and cellars. To promote a high standard of personal appearance including adherence to departmental uniform policy.
17. To have a flexible approach to working at Events and Functions
18. To provide exemplary Event and Client Management as required for Events & Functions
19. To manage departmental sorting of waste for recycling and disposal as per University policy. Managing energy use and use of resources to assist in University sustainability targets
20. Responsibility for maintaining correct stock levels to comply with budgetary conditions and delivery of business needs
21. Responsibility for all cash up procedures, ensuring accuracy and accountability.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview
Qualifications:		
Educated to degree level or equivalent industrial experience	D	A
Qualification in Catering, Bar service and/or management	D	A
Previous bar or catering supervisory or management experience in hospitality venue	E	A, B
Proven experience of strong effective budgetary and financial management	E	A, B
Proven experience of managing and leading a successful team	E	A, B
Capable of developing and implementing policies and processes	E	A, B
Excellent administration and organisational skills	E	B
Self-motivation and ability to work in a pressurised environment	E	B
Passionate about hospitality industry and quality	E	B
Experience of organising staff rotas	E	A, B
Competent IT skills	E	A, B

Ability to communicate effectively at all levels	E	B
Should hold or be willing to obtain a personal license qualification	E	A, B
Should hold or be willing to attain a first aid qualification	E	A, B

The post holder must:

- Be able to lift and move heavy objects up to 25kgs
- be able to work weekends and evenings as part of a flexible rota.
- be mobile and able to travel to other University sites in Cirencester, including Harnhill and the Alliston Centre (Growth Hub)

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 16 February 2023 with **Interviews on:** 23 February 2023.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.