

Job Title	Theatres Bar Supervisor
Job Family	Visitor, Business and Economy
Service Area	Service Delivery
Grade	4
Job Reference	

Reporting to:	Responsible for:
Front of House Manager	Casual Bar staff & Customer Service Assistants

Team Purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and Berry Theatres are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

To deliver excellent service to visitors and to maximise bar income across activity. This role will manage the bar service with The Point & the Berry Theatre, ensuring smooth operation of services, creating an exceptional dynamic experience for our customers and users.

Key Accountabilities

Service

- Take responsibility for the day-to-day management and running of catering provision at the Point & the Berry Theatre.
- To set up bars and public front of house areas for events ensuring that staff and stock are organised for cost efficiency and effective service.
- Implement effective service procedures and develop staff schedules in line with programmes and bookings ensuring adequate staff and stock levels.
- Cleaning/tidying of bar and catering areas including kitchen, bar and stores.
- Develop thorough product knowledge.
- Oversee any pop-up bars

Commercial

- Identify, agree and implement regular product promotions with the Front of House and Business Managers such as specials, cocktails etc.
- Train staff on upselling techniques to maximise daily revenue.
- Identify, agree and implement dynamic offer for hires, lettings and commercial events.
- Work with the Front of House, Venue and Business Manager to identify and develop value added products and services to enhance the visitor experience and drive sales.

- Ensure maximum profit and minimum waste is consistently delivered through a flexible and responsive offer.
- Working with the Marketing and Corporate Communication teams to ensure that all opportunities are fully communicated.

Staff

- Take responsibility for inducting, coordinating and developing bar staff, completing regular performance reviews.
- Supervise and motivate other catering staff throughout service, improving service standards and training personnel on a daily basis.
- Build strong relationships with managers and team members promoting a supportive culture based on excellence, professionalism and consistent communication

Compliance

- Oversee the maintenance of all bar equipment, taking responsibility for any damages and ensuring replacements/repair and conducted in a timely manner.
- Develop and maintain all standard operating procedures for the bar in discussion with the Front of House and Venue Manager.
- Ensure compliance for all legal food and beverage requirements including licensing.
- Ensure compliance with all EBC policies.

Reporting

- Work with the Business Manager to prepare monthly financial reports including forecast submissions and progress towards KPI's.
- Ensure that all financial paperwork is kept up to date including asset tracking and stock takes.

Key Objectives

Working with customers	Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand.
Working towards the Corporate Plan	Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.
Knowledge of services	Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Ability to quickly learn new systems.

Specific Tasks

Case Management skills	Able to use internal systems to raise cases and input data
Team work and working with others	Ability to work with a broad range of internal and external teams to forge effective working relationships

Specific Tasks

Enquiries, reports and service requests	Resolving cases using developed communication techniques.
Processing and administration	Contributing to corporate projects. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Recommending developments to council processes and policies and contribute to the development of service strategy.
Performance	Contribute to the development of performance and quality control KPI's in digital and support services.

Qualifications

- Hospitality qualification desirable

Knowledge, Skills and Experience

- Immaculate personal presentation
- Passion for delivering an exceptional visitor experience
- Meticulous eye for detail with excellent planning and organisational skills
- Excellent communication, influencing and interpersonal skills with a confident and outgoing personality and ability to interact with people at all levels
- Able to lead and train others with a positive “can do” attitude
- Ability to multi-task and work in a busy, fast-paced and dynamic environment
- Ability to take initiative and a practical approach to problem solving
- Positive and flexible approach to work as evening and weekend work will be required
- Experience in a supervisory role
- Experience of cash handling and till reconciliation
- Good numeracy skills
- Substantial relevant experience including bar work and working in a customer orientated environment
- Good understanding of stock management

Specialist Knowledge

- Passionate about customer service and the food and beverage industry
- Bar product knowledge and experience with sales to large numbers
- Barista experience
- Events service in a venue environment i.e weddings & conferences
- Interest in the arts

Specialist Knowledge

- Evidence of business acumen and in particular commercial understanding and experience of income generation

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.