THE COURTYARD TRUST
JOB DESCRIPTION

Post Title:	Bar Manager	**Department:**	Catering
Post Reference:	CYT100-002	**Grade/Salary:**	£23,460 pa
Hours per Week:	40 (full time)	**Based at:**	The Courtyard, Edgar Street, Hereford, HR4 9JR (but the post holder may be relocated in the interests of the efficiency and effectiveness of the organisation)
Responsible to:	Commercial Manager	**Responsible for:**	Assistant Bar Manager Bar Staff

Purpose of the Post

To lead and motivate the front of house Catering team to effectively and efficiently run the front-facing element of the Café Bar as a customer-focussed operation. The post holder will ensure that The Courtyard provides the best customer experience with regard to hospitality, food and drink. Leading from the front and inspiring staff to provide excellent service is a key aspect of this operational role.

To offer an attractive and inviting venue for both external and internal customers whilst maximising income opportunities and profit to support The Courtyard Trust. To continuously innovate and explore new opportunities to attract new customers and engage with existing customers in new ways.

1. Duties & Responsibilities

1.1 To ensure the day-to-day effective operation of the bar and all directly associated activities, including those for external events if required.

1.2 To undertake or arrange the implementation of systems and procedures which deliver an efficient, high quality service, achieving the highest standards of customer care.

1.3 To lead on the recruitment and selection of bar staff, as and when required.

1.4 To arrange and monitor the training of new staff and to ensure the ongoing training and development of existing staff.

1.5 To attend internal and external meetings to represent the department, as required, including liaising with clients to understand and interpret their requirements.

1.6 To ensure that there is adequate cover and supervision on the bar at all times during opening hours, allocating and delegating duties as required.

1.7 To ensure the effective promotion of Courtyard events and Café Bar services within the Café Bar area and to ensure a positive image of The Courtyard is promoted at all times.

1.8 To actively encourage a positive image and profile of the Café Bar (and wider Courtyard) both locally and regionally. To assist in the marketing of events and promotions and the wider use of the venue for meetings and conferences.

1.9 In conjunction with the Head Chef, to meet or exceed company performance targets, with regular monitoring and reviewing of targets.

1.10 To arrange and lead team meetings to ensure the overall smooth day-to-day running of the Café Bar.

1.11 To act as the Designated Premises Supervisor and take responsibility for the sale and consumption of alcohol, both on and off the premises, ensuring that the company complies with all legal requirements.

2. Stock Control and Budgetary Management

2.1 To ensure effective and efficient control and administration of bar stock.

2.2 To ensure that the quality and quantity of goods received is suitable and accurate and comes with matching documentation.

2.3 To maintain accurate stock control records, complete regular stock checks, record wastage, ensure the security and rotation of stock and obtain best value from suppliers in order to ensure budgeted margins are maintained.

2.4 In consultation with the Commercial Manager, to set and adjust pricing to ensure profit margins are maintained. To further ensure that prices and offers are accurately applied, adhered to and displayed as necessary.

2.5 To effectively manage income and expenditure budgets relating to direct areas of responsibility and to be an active partner in the monitoring and achieving of Café Bar budgets as a whole.

2.6 To be aware of and ensure compliance with all financial procedures, policies, guidelines and legislative requirements relating to bars and catering at all times. In particular to ensure that procedures for cash reconciliation and cash security relating to the Café Bar are strictly adhered to.

2.7 To work with the Head of Finance concerning errors or suspicious activity relating to the handling of cash and goods, to investigate and to find a resolution.

3. IT

3.1 To develop and hold a detailed knowledge of the bar till system and utilise this knowledge to ensure the system functions accurately and is able to accurately record sales and provide relevant and intelligent reporting to support the business..

3.2 To develop and retain a good working knowledge of Office, PointOne, Artifax and other company utilised software to maximise business efficiency.

4. Legal

4.1 To ensure that all catering operations adhere to relevant legislation, regulatory and legal obligations and licensing conditions. Specifically, this includes (but is not limited to) Health & Safety Regulations, Food Safety Management, Premises License Conditions and the Equality Act.

5. Personnel

5.1 To ensure that all front of house casual catering employees adhere to all statutory and regulatory requirements and Courtyard policies. Specifically this includes requirements relating to licensing, hygiene and COSHH.

5.2 To ensure that all catering staff maintain all catering equipment to the highest standard together with general cleanliness of Café Bar areas at all times.

5.3 To ensure that all front of house catering staff receive a full induction and complete all relevant paperwork, and to monitor and develop staff training plans, as required.

5.4 To ensure the effective and proper recruitment, training and performance development and management of all directly reporting staff to ensure the aims of the business are met.

6. Planning & Project Management

6.1 To assist the Commercial Manager in the preparation and revision of appropriate reports, plans and policies for the Catering department and to contribute to its forward planning, as required.

6.2 To lead on, and see through to completion any special projects relating to the Catering department as directed by the Commercial Manager.

6.3 To attend and contribute to Trading Company Board meetings, as required.

7. Miscellaneous

7.1 To be familiar with and comply with all policies contained within the Staff Handbook, and all other relevant health & safety, operational, personnel, data protection and financial regulations, policies and procedures.

7.2 To be flexible and adaptable, and to perform any other duties within the organisation that from time to time may be required.

7.3 The post holder's duties must at all times be carried out in compliance with The Courtyard's Equal Opportunities Policy ensuring equality of opportunity is afforded to all persons both internal and external to The Courtyard, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.

7.4 To maintain any uniform that is provided to an appropriate standard to ensure The Courtyard is represented in a positive and professional manner.

8. Special Conditions

8.1 *Working Hours:* this post is full time (40 working hours per week – meal & other breaks must be taken in addition). The post holder will be required to work unsociable hours, including evenings, weekends and bank holidays, as part of their normal working week.

8.2 *Holiday Entitlement*: The Courtyard offers 28 days' annual leave, including bank holidays. Up to 10 days (in addition to bank holidays) may be required to be taken at such a time as stipulated by the company.

8.3 The post holder does not quality for overtime payments, but time off in lieu will be given for any hours worked in excess.

8.4 *DBS Checking*: an enhanced DBS check is not a requirement of this position, although a DBS check may be required as part of any application for a Personal License.

8.5 *Personal Licence:* the post holder is required to act as the Designated Premises Supervisor, and it is therefore a requirement that they hold a Personal Licence or successfully obtain one within six months of appointment.

8.6 *Uniform*: it is a requirement that a uniform is worn.

8.7 Occasional car user.