THE COURTYARD TRUST
JOB DESCRIPTION

Post Title:	Bar Team Leader	**Department:**	Courtyard Food & Drink (Trading Company)
Post Reference:	CYT100/024	**Grade/Salary:**	£19,500 per annum
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:	Bar & Restaurant Manager	**Responsible for:**	Bar & Catering Assistants Work Placements

Purpose of the Post

To assist with the supervision of the catering and bar operations of The Courtyard as the primary performing arts provider in Herefordshire. This primarily comprises The Courtyard Café Bar and The Courtyard Chase Lounge.

To assist with the implementation of strategies which will increase sales and earned income, improve customer service and efficiency, develop new catering opportunities and present a high and positive profile to the public for all aspects of The Courtyard's work.

To deputise for the Bar & Restaurant Manager in their absence.

1. Duties & Responsibilities

1.1 To assist with the day-to-day effective functioning of the bar and catering operations at The Courtyard and all activities therein, as directed.

1.2 To assist with the implementation of systems and procedures which will deliver the most efficient and effective services, to the highest standard of customer care, for all users of The Courtyard, as directed.

1.3 To manage records of and assist with staff training, as required.

1.4 To assist in ensuring the efficient and effective delivery of catering provision and the required supervision of associated catering events within the organisation.

1.5 In the absence of the Bar & Restaurant Manager, to be responsible for ensuring that the bars and food service areas are fully stocked and prepared for all events, seeking to maximise income and profit.

1.6 To provide excellent customer service and to actively utilise customer feedback to maintain the highest levels of customer service.

1.7 To assist with the effective promotion of Courtyard events and catering services available within the café bar area.

1.8 To be responsible for all aspects of housekeeping and supervision of public areas within the domain of the catering service when running a shift and to play an active role in maintaining excellent standards at all times.

1.9 Take a lead in developing promotions and ensure that all appropriate merchandising is current and reflects the promotions being marketed.

1.10 To assist with promoting The Courtyard as a training and conference venue and to ensure that all business catering requirements are suitably monitored and attended to on the day.

1.11 To assist the Bar & Restaurant Manager in meeting company performance targets and, in conjunction with the Bar Manager, to set personal performance targets that link to personal and business improvement.

1.12 To liaise with the Head Chef and kitchen staff to ensure a seamless and co-ordinated service between the bar and kitchen.

2. Stock Control

2.1 To assist with the effective and efficient administration of stock.

2.2 To check the quality and quantity of goods received, to ensure that all stock control procedures are complied with and that stock is properly accounted for, declining to accept unsuitable, unordered or spoiled stock.

2.3 To assist, as required, in ensuring that appropriate information is made available to the independent stock taker, as and when requested.

3. Planning and Project Management

3.1 To lead on and see through to completion special projects relating to catering provision and/or promotions, in association with or as directed by the Bar & Restaurant Manager.

4. Budgetary Management & Compliance

4.1 To have responsibility for the efficient and effective management of delegated budgets.

4.2 To assist in ensuring that financial procedures, policies and guidelines are complied with at all times.

4.3 To ensure that the procedures for cash reconciliation and cash security delegated to the post holder are strictly adhered to and conform to internal audit procedures.

4.4 To report any suspected fraudulent activity immediately to the Head of Finance.

4.5 To ensure that Courtyard Food and Drink complies with all legal requirements, specifically those relating to the Licensing, Food Safety and conditions contained in the Premises License.

4.6 To ensure that high standards of hygiene are maintained at all times by all staff involved with food handling and preparation, following the Safer Food Better Business principals.

4.7 To ensure that appropriate cleaning regimes are completed and recorded to the required standard.

4.8 To ensure that all cleaning products are correctly labelled and stored, and that staff are trained in their correct use.

4.9 To ensure that products for sale are appropriately labelled and allergen and dietary information is readily to hand, in compliance with current legislation.

5. Personnel

5.1 To provide direction, instruction, guidance, support and supervision to staff under his/her control as directed by the Bar & Restaurant Manager.

5.2 To assist in ensuring high levels of morale, motivation and communication amongst staff at all times.

5.3 To lead by example in providing the highest levels of customer service, ensuring that all members of staff are aware of The Courtyard's high expectations.

6. Miscellaneous

6.1 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, in particular ensuring that all statutory obligations are complied with especially in relation to the licensing laws, Food Safety Act and food hygiene.

6.2 To raise the profile and promote the image of The Courtyard.

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

6.4 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. Special Conditions

7.1 *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.

7.2 *Holiday Entitlement*: The Courtyard offers 28 days' annual leave, including bank holidays. It will be a requirement of the position that up to half of the annual leave entitlement will be taken at the discretion of the management.

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

7.4 This job description and special conditions may be subject to changes as the needs of the business develop.

7.5 A uniform will be required to be worn.