

BAR & MOBILE SALES TEAM LEADER – JOB DESCRIPTION

CASUAL | FLEXIBLE HOURS | ROTA-BASED | LIVE EVENT ENVIRONMENT

****INSPIRE YOUR TEAM | LEAD FROM THE FRONT****

We're looking for energetic and motivated ****Bar & Mobile Sales Team Leaders**** to join our team and help deliver first-class service across our event bars and mobile sales units. Working alongside the Bars Management and Supervisor teams, you'll lead by example — ensuring staff are trained, motivated, and maintaining exceptional service standards at every event.

YOUR PURPOSE

To support and assist in the operational running of the venue's bars and mobile sales areas, ensuring that all staff deliver outstanding customer service, maintain high standards of efficiency, and uphold venue policies. This role provides a pathway toward a supervisory position in the future.

KEY RESPONSIBILITIES

- Support the Bars Supervisor and a team of up to 14 bar staff or mobile sales staff during live events
- Ensure all bars and mobile units open on time and are fully prepared for service
- Conduct event briefings, communicating key services and safety information
- Maintain speed of service, efficiency, and presentation throughout the shift
- Keep staff engaged, motivated, and focused during busy and quieter periods
- Provide on-the-floor support, ensuring staff meet venue service standards
- Address poor practice and correct in a constructive, professional manner
- Promote and drive upselling and ancillary sales across all areas
- Monitor bar and mobile stock levels throughout the shift
- Follow all licensing, responsible service, and health & safety requirements
- Record and report any operational issues promptly to the Bars Management
- Complete shift paperwork accurately and on time
- Ensure end-of-shift close-down procedures are followed to standard
- Attend staff meetings, training sessions, and pre-event briefings as required
- Maintain venue cleanliness, organisation, and equipment upkeep
- Provide shift feedback and reports to the Bars Management
- Be a positive ambassador for the venue and its live entertainment program

✔ **WHAT YOU'LL NEED**

- **Minimum 6 months'** experience in a bar, mobile sales, or hospitality role
- Proven experience supervising or leading a small team
- Strong communication and leadership skills
- Excellent customer service and interpersonal skills
- Calm, adaptable, and solution-focused under pressure
- Strong attention to detail and a proactive, can-do attitude
- Ability to work in a fast-paced environment and motivate others
- Flexibility to work evenings, weekends, and bank holidays
- Must be 18 or over (licensing requirement)

★ **DESIRABLE**

- Personal License Holder
- First Aid trained
- Food Hygiene or other health and safety qualifications
- Experience in live entertainment, large venues, or event environments

🎁 **WHAT WE OFFER**

- Work at some of Cardiff's biggest live events and shows
- Flexible, rota-based casual shifts
- £12.65 per hour (monthly pay)
- Holiday Pay
- Training and progression opportunities (pathway to Supervisor)
- Supportive, professional, and dynamic working environment
- On-site parking (*subject to availability*)

📅 Typical Event Shifts: 4:30pm start | Finish approx. 11:00pm–12:00am
(event-times dependent)

📄 Apply now visit www.utilitaarenacardiff.co.uk/join-our-team

📄 **Closing date – Saturday 1 November 2025.**