CASUAL BAR & MOBILE SALES SUPERVISOR – JOB DESCRIPTION

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

****LEAD WITH ENERGY | SERVE WITH EXCELLENCE****

We're looking for enthusiastic and experienced **Event Bar Supervisor (Inc Mobile Sales)** to join our team and help lead our event bar operations during some of Cardiff's biggest live shows. You'll be responsible for overseeing the smooth running of busy event bars, ensuring exceptional customer service, motivating your team, and maintaining high operational standards throughout each event.

🎯 YOUR PURPOSE

To lead and support a team of bar staff, ensuring bars are well-prepared, efficiently operated, and delivering excellent customer service. You'll be responsible for maintaining speed of service, upholding venue standards, driving sales, and ensuring all licensing and safety procedures are followed.

This role involves prolonged standing/walking and manual handling duties, including carrying stock, equipment, and supporting operational setup throughout the venue, with reasonable adjustments considered where appropriate.

👷 KEY RESPONSIBILITIES

- Supervise and support a team of up to 14+ bar staff during live events
- Complete pre-event checks and ensure bars are fully set up for service
- Deliver event briefings to the bar team and motivate them throughout the shift
- Ensure excellent customer service while maintaining speed and quality of service
- Train, coach, and develop bar staff to venue standards
- Encourage and monitor upselling and ancillary sales
- Maintain a clean, safe, and organised bar area — both front and back of house
- Monitor and record bar stock, waste, and recycling in line with venue procedures
- Ensure all transactions are processed correctly via card-only POS systems
- Follow and enforce responsible alcohol service and licensing laws
- Complete all post-shift tasks, ensuring bars are closed and cleaned to standard
- Liaise with Bars Management, Security, and cleaning teams throughout events
- Provide accurate and timely shift feedback and reports to the Bars Manager
- Support Green Nation sustainability procedures and recycling compliance
- Maintain professionalism under pressure and assist with problem-solving as required

✅ WHAT YOU'LL NEED

- **Minimum 12 months** supervisory experience in a bar or hospitality setting
- Strong leadership and team management skills
- Excellent customer service and communication abilities
- Ability to work efficiently in a fast-paced environment
- Strong attention to detail and a proactive 'can-do' attitude
- Knowledge of alcohol licensing, food hygiene, and health & safety regulations
- Ability to adapt quickly and stay calm under pressure
- Applicants must be aged 18 or over due to licensing requirements and must have the legal right to work in the UK.
- Flexibility to work on a casual, rota basis including evenings, weekends, and bank holidays
- While this is a Casual role, we look for reliability to our event schedule.

⭐ DESIRABLE

- Personal License Holder / First Aid training
- Food Hygiene or other relevant H&S qualifications
- Experience within live entertainment or large event environments

🎁 WHAT WE OFFER

- This is a casual worker role with shifts offered based on business and event requirements. Hours are not guaranteed under this casual zero-hour arrangement.
- Flexible shifts across exciting live events
- £13.80 per hour (monthly pay) & Holiday pay
- On the Job Training and Online App Training
- Supportive, friendly, and fast-paced working environment
- On-site parking *(subject to availability)*

🗓️ Typical event shifts generally start from approximately 4.30pm and may finish between 11pm–12am depending on event requirements.

🗓️ KEY DATES:

- Apply by: Tuesday 1st December, 12pm.
- Interviews dates: TBC on successful applications.
- Onsite Induction will take place early Jan 2027.

We are committed to equality of opportunity and welcome applications from all suitably qualified individuals regardless of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation.

✒️ READY TO JOIN THE SHOW… APPLY NOW