

Job Function

Our Bar Supervisor team are responsible for operating the running of our busy event bars.

You will lead and supervise a team of between 4-12+ bar staff during an event.

You will be ensuring our customer service interactions are received with the highest quality of services and ensuring the bar team are trained, motivated and promoting ancillary sales through strong leadership and solid teamwork, whilst maintaining speed of service.

To assist the operational running of the bar(s) and ensure that staff are fulfilling their duties to the best of their ability to venue and company standards.

Duties

- Ensure bars are open on time and that they are ready set to standard for trading.
- Conduct an event bar briefing for all bar staff as directed prior to venue opening.
- Ensure and develop excellent customer service while the team maintain speed of service.
- Always keep staff busy and productive during quieter periods ensuring cleanliness of bar areas.
- Assist with training & developing staff to standards expected.
- Assist in upselling techniques and actively drive and monitor your team.
- Ensure all venue standards for the bars department are addressed and correct any bad practice.
- Have a full understanding of licensing legislation and always ensure responsible alcohol service while monitoring the bar team and always following procedures.
- Complete all shift administration accurately within a timely manner and ensure all orders are rung through the tills and payment systems to procedures.
- Actively respond to issues that arise and keep bars management up to date.
- Ensure bars are closed as directed, ensuring all end-of-day tasks are completed to a high standard to procedures.
- Actively maintain all areas, including queueing system, Front of bar areas, back rooms & bar attics.
- Clean and maintain all equipment and notify management of any issues.
- Record and monitor all bar stock to procedures.
- Record wastage in line with venue procedures.
- Ensure all Green Nation waste and recycling procedures are being followed.
- Assist in cash handling procedures as required to procedures.
- Shift feedback to Bars management.
- This role requires being on your feet for long durations and lifting and moving loads.
- Any other duties that are required as directed by the bars managers.

Essential

- **Must be over 18 for licensing purposes.**
- **Must be able to work throughout the 12 months of the year.**
- Have Supervisory experience of 12 months or more.
- Excellent customer service skills and customer focused at all times.
- Previous Bar/Hospitality Supervisory experience or similar role.
- Previous experience in strong leadership and team management abilities.
- Excellent customer service and communication skills.
- Excellent attention to detail and a positive can do' attitude.
- Ability to be adaptive and to work well under pressure.
- Creative problem solver.
- Experience of working in a fast-paced environment.
- Ability to lead and motivate a team to maximise sales and consistently achieve targets.
- Proactive and flexible attitude, particularly in approach to working hours alongside availability.
- Be knowledgeable in licensing, food hygiene and health & safety theory and implementation.
- Must be eligible to work in the UK.

Desirable (Not essential)

- Personal license holder.
- First Aid trained.
- Bar / Front of House experience
- Food Hygiene or other relevant health and safety qualifications.
- An interest in live entertainment and/or work experience in the industry.

Working Information

Ability to work on a casual basis, mainly in the evening, weekends, and bank holidays.

Check out our event calendar <https://www.utilitaarenacardiff.co.uk/join-our-team>

Usual Shift Start time

4 / 4.30pm (approx. based on show times)

Approximate Shift End time

11pm-12am (approx. based on show times)

Rate of Pay

£13.80 per hour (Monthly payment) increases 1st April.

Benefits

Holiday Pay + Incentives.

Closing date

Tuesday 14th May 2025

Interview Date

15th – 18th May

Required Induction Session Monday 19th May – 6pm to 10pm.

Required Start Dates 20th, 21st & 22nd May (4.30pm)