



### **Job Description: Casual Confectionary & Mobile Sales Supervisor**

Responsible To: Bars Manager

#### **Job Function:**

Supervise a team to ensure the customer receives the highest quality of services and ensuring the team are trained, motivated and are promoting ancillary sales through strong leadership and solid teamwork, while maintaining speed of service.

To assist the operational running of the Confectionary & Mobile Sales ensuring that staff are fulfilling their duties to the best of their ability to venue and company standards.

- **Must be over 18 for licensing purposes.**
- **Ideally held a previous supervisory position within a busy bar or retail environment.**
- **Be able to strongly supervise up to 15 staff members at any one time.**
- **To provide and proactively encourage team members to provide excellent customer service.**
- **To maintain high standards of hygiene, health and safety across the bars department including following all venue and company policy and procedures.**
- **Ensure high standards and efficiency of work.**
- **Maintain stock control.**
- **An excellent attention to detail and mathematical skills are essential.**

#### **Duties:**

- **Ensure areas are ready & open on time and that they are ready for business.**
- **Conduct event briefings for all casual staff within this role as directed prior to venue opening.**
- **Ensure excellent front of house service, allocate and support staff throughout the shift to maintain speed of service and cleanliness of areas.**
- **Always keep staff busy and productive.**
- **Ensure all venue standards for the Hawking operations are addressed and correcting bad practice where need be.**
- **To have a full understanding of licensing legislation.**
- **Complete all shift paperwork accurately.**
- **Actively respond to issues that arise and keep management up to date.**
- **Ensure areas close as directed, ensure all end of day jobs are completed to a high standard.**
- **Clean and maintain all equipment and notify management of any issues.**
- **Assist in cash handling procedures as required.**
- **Feedback on your shift to Bars manager.**

## Person Specification

### Essential

- Excellent customer service skills.
- Ability to use Excel with formulas.
- Bar &/or retail experience.
- Proven experience in leading or supervising a team.
- Excellent communication skills.
- 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.

### Desirable

- 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.

Evening based on our event calendar <https://www.utilitaarenacardiff.co.uk/whats-on>

Start times approx.. 4.30pm

End time approx. 10pm-12am (*based around event end times*)

Rate of Pay: £12.42 per hour (Monthly pay)

Benefits: Holiday Pay + Incentives

**Closing date: Monday 25th March 2024**