

BARS MANAGER AT EARTH

MAIN PURPOSE OF THE ROLE

Earth's Bars Manager is responsible for the venues' bars, stock control procedures and management of a team of bar and floor staff. The role is to ensure our bars' operation is executed to the highest standard across a wide variety of live shows and events. The Bars Manager will work closely with the Venue Manager, Director and Head of Finance to drive financial success and achieve annual company targets.

In this role you will be expected to manage the running of shifts, motivation and training of staff, cash management and reporting, stock management, and ensuring that the bars comply with all legislation including Health & Safety, Food Hygiene and Licensing Laws. Earth is an independent service-driven organisation that is highly customer focused and therefore the successful candidate will also personally be required to lead service at certain events.

You must have fantastic customer service skills and the ability to work well under pressure in a highly dynamic, regularly changing environment.

Applicants must have previous experience in bar management and a personal licence. The job would be well suited to an existing Bar Manager looking for a new challenge in a large, exciting and dynamic venue. The role requires an individual with the ability to lead the regular event service, supervise the operation and run the venue's bars as effectively as possible.

ROLES & RESPONSIBILITIES

Bars Operations Management

Creating, implementing and regularly updating efficient systems for bar service efficiency, queueing time and bar structure.

Implementing and overseeing solid processes for stock take, stock control and wastage minimisation – complying to agreed minimum variances.

Responsible for keeping all areas of the bars and cellars in a good, clean condition and reporting any maintenance or operational issues to the Venue Manager.

Point of contact for till system provider and responsible for the system upkeep, upgrades and maintenance.

Regularly updating bar policies, procedures and venue welcome packs.

Bars Offering

Continually developing the bar menus, including seasonally where appropriate, and exploring new ways and ideas to increase revenue from EarthH bars.

Setting, researching and regularly updating bar prices, ensuring good margins on drink sales.

Point of contact for drinks suppliers, negotiating drink deals and monitoring targets.

People Management

Plan and manage the bar staff rota on a rolling monthly basis in line with the operational requirements and financial needs of the business, ensuring the casual staff labour costs are kept close to the industry standard of 20% of net sales. Resolve any rota issues or problems that may arise.

Support the Venue Manager on the recruitment and maintenance of the casual staff pool to ensure smooth running of the Bars Operation.

Responsible for administering paperwork for casual staff including for new joiners, sign-off on weekly timesheets for Payroll, and leavers.

Professionally train, develop and up-skill the team members to ensure continued professional growth and development and to ensure that their engagement at EarthH remains high at all times.

With the HR manager, ensuring effective recruitment, induction and rigorous training of new bar team members.

With the HR manager, being the known point of contact for any HR issues for all bar and floor staff, as necessary investigating and actioning any HR issues relating to venue staff.

Undertaking of and overall responsibility for the following tasks:

- Addressing performance issues with staff
- Confirming weekly payroll hours on Planday with the Finance team
- Planning out staff training budgets and spends
- Providing contracts and uploading staff to Planday
- Inducting new starters and providing zero hour contracts / starter forms and getting them onto the company payroll.

Licensing

Enforce the four licensing objectives at all times which are as follows:

- The prevention of crime and disorder
- Public safety
- Prevention of public nuisance
- The protection of children from harm

Ensure they are consistently adhered to by all venue and FOH team members.

Supporting the Venue Manager in responding to any licensing issues should they arise.

Financial Management

Setting targets for staffing control (including wage percentage and rostering) in collaboration with the Finance Team.

Setting and maintaining budgets for any capital projects undertaken.

Overall responsibility for the Bars Operations record keeping and ensuring that financial and insurance compliances are met.

Customer Experience

With the Venue Manager, being responsible for the continuous improvement of our customer service and experience.

Reducing customer complaints by setting an example to the rest of the team, with customers at the forefront of decision making and emulating the importance of service, knowledge and training.

KEY SKILLS REQUIRED

- At least 3 years experience of managing multiple bars, preferably in a multi-faceted arts environment, music venue or nightclub
- Holder of a current Personal License or successful completion of the relevant training within an agreed timescale
- Understanding of the 'Laws' governing the sales of alcohol and operating an entertainment venue
- An in-depth working knowledge of Licensing and Health and Safety Legislation.
- Ability to link operational management with organisational goals
- An organised and efficient manager with a proven track record of leading a large pool of staff
- A team player with the ability to work on own initiative
- Well presented, positive and versatile with excellent communication skills and attention to detail.
- Proficient in the use of Microsoft Office suite of applications. Training will be provided in the use of specific operational software.
- A diplomat who can diffuse situations with a calm and positive approach
- Supports and encourages team working behaviour leading by example
- Proven track record of increasing income and improving and developing the business in the bar trade or licenced premises.
- Ability to monitor performance, train and motivate a large team of staff.

IMPORTANT INFORMATION

About EarthH

EarthH opened its doors in September 2018 and has since hosted 500+ events and welcomed more than 100,000 audience members. EarthH looks to become a leading light in the city for audiences of all ages and walks of life to meet, listen, watch, dance and enjoy all that artistic endeavour and creativity has to offer.

The venues play host to commercial events, the revenue of which is put back into the artistic and education programmes.

earthackney.co.uk

Contract & Salary

Full time (42.5 hours/week)

Salary: £35,000

Start date: September – October 2021

Candidates who currently have a valid work permit allowing them to work in the UK for the duration of this contract are welcome to apply. Unfortunately, we are unable to consider applications for this role which would require us to obtain a certificate of sponsorship or permit to work in the UK.

To apply

Please email jobs@villageunderground.co.uk with your CV and a cover letter explaining why you wish to apply for this position, describing how your experience relates to the position, and explaining and giving examples as to how you meet the required skills and abilities.

Subject line: Bars Manager. Deadline: 8 August