Café/Bar Manager

Role

Day to day responsibility for the management of the College Bar.

Job description

The Café/Bar Manager will report to the Head of Catering and lead a team to fulfil our objectives. The College Bar will be refurbished January 2019 to transition into a Café/Bar, which will be open during the day as a Café and into a Bar in the evenings.

We are offering an exciting opportunity for our new Café/Bar Manager to play an important role in the planning, set-up and introduction of a quality all day offer, as well as recruiting and training a talented team of Baristas and serving staff.

Once open, the Café/Bar Manager will be responsible for establishing and growing the food and drink offer to our students, staff, Fellows and conference guests.

The Café/Bar Manager will also be expected to apply for a Personal Licence and assume the role of Duty Premises Supervisor.

Key duties and responsibilities

- Develop appropriate Café/Bar service standards, control processes and procedures and ensure they are maintained by staff at all times.
• Assist the Head of Catering to set annual budgets and maximise profitability by controlling costs and maintaining department budgets.

• Provide the Head of Catering with stock and labour costings for functions.

• Organise and run remote bars for external and corporate events.

• Check and record customer satisfaction regularly, ensuring all guest feedback is dealt with in a professional and efficient manner to minimise negative impressions of the College.

• Monitor the storage, condition, quantity and breakages of tableware, glassware, and equipment and carry out an annual stock take.

• Liaise with the Stores Supervisor, Butler and Head of Catering to ensure that pricing is accurate, across all areas of the Catering operation.

• Management of floats, handling cash and cashing up the tills at the end of each shift, reconciling necessary paperwork.

• Assist the Head of Catering and Operations Manager to plan future staffing requirements, taking into account plans for extended opening hours, new building projects and the impact of Brexit.

• Recruit talented and enthusiastic people.

• Lead, manage, train, supervise and motivate a team of Baristas and service staff through coaching, performance management and annual appraisal.
• Control and organise staff rosters, providing cover for staff during absence when necessary, to achieve the most cost-effective and efficient service, taking into account holidays, wage costs, College and promotional events, seasonality and business levels.

• Produce and maintain specification sheets for all areas of responsibility, including event preparation, security procedures and checklists for clearing up after events.

• Ensure the College’s licensing hours are strictly adhered to.

• Diffuse tense situations between patrons or staff members to prevent possible safety or legal issues, liaising with the Duty Porter to eject unruly persons, if needed.

• Monitor food and beverage quality, presentation and service to ensure that service meets customer expectations. Implement changes and/or provide additional instruction to make improvements where necessary. Be instrumental in driving regular changes to the drinks and food offers.

• In conjunction with the Stores Supervisor, take responsibility for stock control, including ordering, deliveries, maintenance of stock levels and stock rotation, and return of any sub-standard items and ensure all relevant paperwork is complete for payment authorisation.

• Ensure cash procedures are adhered to and strictly monitored, including preparation and calculation of beverage bills within all departments, and cashing up of tills.
• Management of floats, handling cash and cashing up the tills at the end of each shift and reconciling the necessary paperwork.

• Hold quarterly meetings with the Stores Supervisor, suppliers and their representatives to discuss new product lines, pricing, origination of promotions and initiatives to improve revenue.

• Develop and maintain professional relationships with internal and external customers.

• Assist with the annual Snowball; provide staff training, order stock, check costings, supervise the setting up arrangements in the Bar and throughout the event.

• Be a point of contact in the Head of Catering’s absence.

• Undertake any other reasonable duties as may be required by the Head of Catering.

**Health & Safety**

The Café/Bar Manager will also be responsible for health and safety in the Bar (including all storage areas) and its customers:

• Maintain high standard of health and safety and hygiene and ensure that the Café/Bar, Cellar and storage areas remain clean and tidy at all times.

• Monitor and adhere to the College’s Food Safety policy, completing and recording hygiene checks and audits.

• Ensure stock and equipment is correctly stored within HSE guidelines and adequate stock levels are maintained.
• Ensure reporting staff follow advised safe working practices when lifting and carrying.

• Safe storage of gas cylinders prior to, during, and after use.

• Complete and review risk assessments for the Café/Bar and associated areas and progress issues of concern. (Training will be provided)

• Safe disposal of general and recyclable waste.

• Report safety hazards, maintenance issues, accidents, damage, or student incidents.

These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.

Where you fit into the structure
Person Specification

- At least two years’ bar management experience
- Effective communication skills and a friendly disposition
- Proven experience of leading, managing and motivating a successful team
- Good organisational, time management and planning skills
- Cellar management and temperature control experience
- Excellent knowledge of wines, spirits, food presentation and non-alcoholic beverages
- Good IT skills, particularly MS Word and Excel