

JOB DESCRIPTION

Job Title:	Bar Manager		
Salary:	Up to £30,000 depending on experience	Location:	Elehouse, College Lane Campus - Hatfield
Responsible for:	The post holder will supervise student staff and liaise with contractors, as well as maintaining excellent standards within the venue at all times.		
Responsible to:	The post holder reports to the Operations Manager as well as working closely with other staff, Students' Union Managers and Elected Officers.		
Contacts:	The post holder will come into contact with students, Students' Union Managers, staff and elected officers and university staff, external companies, external clients, local authorities and agencies		

Vision: Our vision at Hertfordshire Students' Union is to help students love their life at Herts. Our Commercial team is a core part of our vision so we can continue to put students at the heart of every service we run on behalf of students at the University of Hertfordshire.

Values: We are a truly values-led organisation. As such, we're looking for someone who lives our HERTS values of being helpful, empowering, representative, transparent and student-focused. We encourage our team to have fun at work while never losing sight of our vision.

Service Excellence: We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equality and Diversity Commitment

Hertfordshire Students' Union is committed to diversity and inclusion amongst its staff, reflecting the communities it serves. We welcome applications from Black, Asian and ethnic minority backgrounds, as they are underrepresented within the Union's professional staff team. We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Key role requirements:

- To support the effective co-ordination and delivery of the licensed venue (Elehouse) run by the Students' Union in a safe and professional manner in line with commercial objectives.
- To uphold the licensing objectives and relevant legislation of the Venue ensuring the exemplary standards in line with local, national legislation and government guidance.
- To deliver an exceptional level of service to all users of the Elehouse
- Complete all duties to a high standard and be responsible for the venue operation throughout each day and night.
- To duty manage the venue and oversee events from open until clean-down (usually midnight)

Main duties and responsibilities:

- Making the venue a safe, welcoming and fun social venue on for all students and staff to enjoy
- To duty manage the venue every day it is open across term-time
- To operate and lead the bar function ensuring high levels of customer service and efficiency with consistent monitoring whilst setting and enforcing high standards for all staff.
- To be able to work between serving customers when required but also ensuring BOH processes and operations are adhered to ensure efficient running of the venue.
- To lead on the recruitment, training and ongoing support of part time and externally contracted staff ensuring they can excel in their role. Ensuring they are appropriately trained, met with regularly and development needs identified.
- To identify high performers for recognition and underperformance issues for training needs.
- Creating a leadership and ownership culture to encourage accountability at all levels.
- Ensure that stock management is carried out (orders, line checks, stock audits, Epos stock system, accepting and checking deliveries) and overseeing the POS function.
- Involvement in new product research and development, pricing structures and promotions to ensure maximum profitability to the area.
- To ensure all health & safety, legislation and food hygiene is always adhered to in line with any HSU policies, procedures and safe systems of work. Contributing to a positive safety culture and ensuring incident reporting is done to an excellent standard.
- To always lead on safeguarding and welfare of students and staff.
- To have knowledge and monitor the venue's performance against budget to ensure maximum efficiency is achieved.
- Ensure the venue is maintained to a high standard, ensuring faults are reported, where relevant extra cleaning is sourced and to assist with all relevant duties associated with running a bar.
- To lead on all event communication including but not limited to all social media channels (Instagram, TikTok, Facebook) and student members mailing list.
- To work with students and student groups to create relevant content.
- Assist the Deputy Operations Manager in the successful planning and execution of private hires.
- To assist the Community Events team and Societies/students with the delivery of student led events within the venue.
- To contribute to all team meetings and regularly review the effectiveness of all processes and procedures in the venue.

Additional duties

- Support the Commercial team in delivering entertainment and events across each of our licensed trade venues (Forum and Elehouse)
- Maintain professional relationships with University staff, suppliers, Licensing authorities, the Police and Environmental Health Officers.

General:

- To work flexibly and efficiently and to promote a positive image of Hertfordshire Students' Union always.
- Assistance with coordination of the departments Fresher's/Refreshers events as required.

- Supporting the wider Union's activities and events during the Fresher's period including supporting the set-up/down of events and facilitating stalls and promotional stands.
- To develop and maintain contacts with colleagues within other Students' Unions and relevant organisations, including site visits to other Students' Unions.
- Being friendly and respectful of others in order to maintain a safe and considerate workplace in line with our values of being Helpful, Empowering, Representative, Transparent and Student-focused.
- To keep abreast of relevant national and local developments, changes in legislation, and good practice and attend conferences, training events and meetings as necessary.
- To always aspire to the highest standards of customer care and, in conjunction with other relevant Union staff, to identify and respond to customer needs.
- To respect the democratic structure of the Students' Union at all times.
- To abide by Hertfordshire Students' Union Memorandum and Articles of Association, and Union Policies and Procedures at all times.
- To set high standards of integrity, punctuality, accuracy, politeness and professionalism by personal example.
- To be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

This document outlines the general duties required for the time being for the post of Bar Manager. This is neither a comprehensive or exhaustive list and the duties may be varied from time to time and may be changed and be added to or deducted from. Any changes will not alter the general character of the job and/or level of seniority or responsibility, unless following on from discussion and agreement.

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