



Job Description

Job Title	Assistant Bars Manager
Department	Barbican Bars, Commercial Development
Grade	B
Location	Barbican Centre
Responsible to	Bars Operations Manager
Responsible for	Bars Staff, Bars Supervisors

Purpose of Post

- The role of Assistant Bars Manager is to assist the Bars Operations Manager and Bars Manager in providing efficient, effective and a welcoming service. To lead by example and be an exemplary role model to other members of staff, to coach and guide them and provide a friendly, efficient and knowledgeable service to all our customers.
- The responsibilities of this role lie within a rota based, management structure. The post holder will, at times, be the responsible persons in charge of the bars in absence of the Bars Operations Manager or the Bars Manager.

Main Duties & Responsibilities

1. To assist the Bars Operations Manager and Bars Manager in driving an excellent service to all customers, internal and external, by driving an efficient operation in all areas of responsibility through ensuring that service standards and procedures are followed, sales targets achieved, and licensing and statutory requirements are fulfilled.
2. To be a responsible presence when on the bars and foyers, liaising with all staff to ensure that an excellent and informed service is delivered. To proactively respond to staff and customer feedback and make recommendations for customer service improvements.
3. Prepare and administer cash floats, assist in the control of cash and stock (including 3rd party stock audits) and reconcile sales transactions, ensuring that relevant procedures are adhered to at all times.

4. Assist with administrative activities as required including control of staff uniform and locker facilities, maintaining and purchasing of office stationery supplies, and organising maintenance and servicing of bars equipment.
5. To supervise the casual Bar Staff and Supervisors and ensure they are working according to the most current procedures, including, but not limited to, the awareness of the Barbican's Health and Safety Policy and evacuation procedures, making sure that they are able to implement these at all times and that they are aware of any changes, the Bars Cash Control procedure, and operating EPOS procedure.
6. Assist the Stores Manager in managing the stock control by helping to count the stock, run the relevant EPOS reports for 3rd party stock audits and report these at the weekly bars meeting.
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8. In the absence of the Stores Manager, provide support to the Bars Manager and Bars Operations Manager in the control and distribution of stock to the bars in both Barbican and Milton Court
9. To deal with any customer compliments and complaints and liaise with other departments, where appropriate, in order to resolve any customer issues.

General

10. To enforce the four licensing objectives at all times. These are as follows
 - a. The prevention of crime and disorder
 - b. Public safety
 - c. Prevention of public nuisance
 - d. The protection of children from harm
11. It is an explicit requirement of this post that you work outside the standard core hours of the City of London. As a result of the nature of this post, and in common with commercial norms for the industry, the provisions of the scheme for unsocial hours working in Section A3 of the Employee Handbook will not apply to this post.
12. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
13. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
14. To undertake any other duties that may reasonably be requested appropriate to the grade.



Person Specification

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Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Technical Skills / Professional Qualifications / Relevant Education & Training

- Holder of a current Personal License or successful completion of the relevant training within an agreed timescale (A)
- A knowledge of Licensing and Health and Safety Legislation (A,I)
- An organised and efficient individual with the ability to multi-task and prioritise (A,I)
- A team player with the ability to work on own initiative (A,I)
- Well presented, positive and versatile with excellent communication skills and attention to detail. (I)
- Proficient in the use of Microsoft Office suite of applications. Training will be provided in the use of specific operational software. (A)
- A diplomat who can diffuse situations with a calm and positive approach (A,I)
- Supports and encourages team working behaviour leading by example (A,I)

Experience Required

- Bar supervisory experience, preferably in a multi-faceted arts environment or hospitality environment (A)
- Ability to monitor performance and motivate a large team of staff (A,I)

Other Relevant Information

- The role will require regular evening and weekend working on a rota basis.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

Starting salary for this job is £31,120 per annum inclusive of London Weighting. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis.

Hours of Work

The hours of work are 35 hours per week excluding lunch break, Monday to Friday, but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any



queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.