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| **JOB DESCRIPTION** | |
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| **POST:** | **BARS & OH! CAFÉ BAR MANAGER** |
| **RESPONSIBLE TO:** | **THEATRE DIRECTOR** |
| **RESPONSIBLE FOR:** | **ALL BAR STAFF** |
| **HOURS OF WORK:** | **40 HOURS PER WEEK** |
| **LOCATION:** | **JERSEY OPERA HOUSE OR ANY EXTERNAL EVENT SITE** |
| **PURPOSE OF JOB:** | **To manage all aspects of the bars operation at the Opera House, ensuring profitability by maximising revenue and controlling costs. To be responsible for all aspects of health and safety for the bars and café. To work closely with the Head Chef regarding sponsors hospitality requirements.** |

**Key tasks:**

* To be responsible for managing the bars and OH! Café Bar operation at the Opera House;
* To lead and develop the bar staff with responsibility for staff rotas, training and ensuring the smooth running of the bars and café at all times;
* To ensure the profitability of the bars by maximising revenue, controlling costs, budgeting and meeting agreed financial target forecasts;
* Responsible for ordering new stock and maintaining a stock rotation system, ensuring regular stock monitoring and control, including evidence of wastage;
* To provide an excellent service to all customers, ensuring a high quality of service, especially in relation to health & safety and hygiene matters;
* To review sales prices and gross profit percentage margins on all stock items, taking necessary actions to ensure the target percentage is maintained;
* In conjunction with the Theatre Director and Head Chef to develop local ties and encourage non-theatre going patrons as well as theatre patrons to the venue, especially building and developing café custom during the day and evenings when shows are not on and leading on the planning of new promotions and initiatives which contribute to the development of the business;
* To oversee all beverage requirements for corporate functions and sponsorship events;
* To work with the Theatre Director to ensure the effective management and supervision of the bars operation during performance times;
* To prepare floats for the bars and function areas, cashing up tills at the end of each shift, completing the required paperwork and investigating any discrepancies;
* To provide the Theatre Director with regular updates of current working practices and staffing issues;
* To liaise and cooperate with other departments within the Opera House at all times;
* To act as key holder as required;
* To adhere to the general policies including Health & Safety and Equal Opportunities undertaking such duties as may be required to implement them;
* To undertake any ad hoc duties in line with the defined business strategy and overall development of the organisation as requested by the Theatre Director.

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| **PERSON SPECIFICATION** |

**Skills:**

* High level of knowledge of beverages and new trends;
* Ability to develop and supervise staff effectively;
* Excellent customer service skills;
* Ability to develop the food and beverage function in order to maximise income;
* High level of numeracy and literacy;
* Computer literate especially in Microsoft Word and Excel;
* Good communication and interpersonal skills;
* Commitment to Equal Opportunities;
* High level of initiative and strong organisational skills.

**Experience:**

* It is essential that candidates have a minimum of 5 years’ experience of working in a management role in a bars environment or hospitality focused industry including supervision of staff.
* Practical experience of stock takes and stock management

**Personality:**

* Ability to work as part of a team but also unsupervised;
* Ability to work in a pressurised environment and maintain a sense of humour;
* Ability to solve problems quickly and efficiently;
* High degree of self-motivation;
* Ability to work unsocial hours, weekends and bank holidays.

*This job description should not be viewed as a legal document or a set of conditions of service and it can be reviewed at any time in light of the needs of the Jersey Opera House.*