Bar Supervisor

CATERING AND BARS

Closing date: 30 May 2018

Interviews: 18-19 June 2018
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Salary: £17,366 per annum
Grade: B1
Hours of work: 37
Contract Type: Open
Reporting to: Bars Manager / Catering Manager
Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role:

To ensure service of alcoholic drinks to customers with compliance with statutory legislation and standard operating procedures. To train, supervise and lead a team of bar staff to ensure that high standards of customer care, customer satisfaction, health, hygiene and safety are maintained in accordance with agreed service levels and SOPS

Key responsibilities and duties:

- To be responsible for effective control and security of finances i.e. the floats, income and stock of the venue.
- Within the boundaries of the nature of this post, to take the necessary remedial action to rectify problems relating to a shortfall in specified standards.
- To be jointly responsible with other Personal Licence holders, i.e. other supervisors and the Bar Manager for compliance with licensing laws.
- To effectively liaise with the bars manager, other supervisors and kitchen staff on duty ensuring good team spirit, good communication levels and occasional cross division teamwork if required.
- According to trading patterns, the post holder undertakes all the duties of Catering and Bar staff with the responsibility of being the senior person on duty and to lead by example whilst doing so.
- The supervision of food and bar services ensuring compliance with statutory legislation and University standards at all times.
- The post holder will ensure that for the duration of the shift, various statutory provisions for licensed premises are correctly followed, for example:- On behalf of the Bars Manager, the post holder is the nominated contact for any 'on site' enquiries and liaison with the police or Licensing Justices in the event of a visit while the bar is open.
- Ensuring all licencing agreements are adhered to at all times
- The supervision of customer seating areas, ensuring that these areas are clean and tidy at times.
- Delegation of work according to staff rotas.
- Arranging staff replacements to cover sickness and absences
- As required, on the job staff training or re-training in the following disciplines:- staff induction, use of EPOS cash registers, portion control, use of equipment, service procedures and skills, customer care procedures and skills, health and food safety procedures.
- Day to day control of the venue cash income& outcome (Internal banking, floats, change orders etc)
- Security of wet and dry stock and keys for the duration of the shift.
- Throughout the shift the post holder is required to assess situations, quickly respond and take the necessary action to resolve potential operational problems or customer orientated queries.
- Throughout the shift, the post holder is expected to anticipate and respond to fluctuating trading levels and adjust stock levels and staff duties appropriately.
- During the shift, identify and assess potential safety hazards and take the appropriate measures to reduce those risks.
- Other duties appropriate to the character of the post or which arise from a change in operational procedures.
- Supersision of private functions in other outlets and function rooms. Where applicable, supervision of meals during conference vacation periods.
- To take ownership of small scale student led events and to liaise with the bars manager to support/join ownership of planning and running larger campus events.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Working Conditions:

- The post holder will be on his/her feet for the duration of the shift.
- Due to heat radiating equipment in the service areas, the post holder works in a hot environment for a high proportion of the time.
- The work requires normal physical effort with periods of substantial physical effort.
- Typically, substantial physical effort (involving bending and lifting) is required when replenishing heavy stock items.
- Occasional long hours during major events
## PERSON SPECIFICATION

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td><strong>KNOWLEDGE</strong></td>
<td><strong>EXPERIENCE</strong></td>
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<tr>
<td>- An understanding of the catering and licensed trade business.</td>
<td>- Previous bar experience.</td>
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<td>- Knowledge of licensing legislation.</td>
<td>- Some experience using industrial kitchens to a basic level.</td>
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<td>- Some knowledge of student culture and current drinking/student event trends</td>
<td>- Basic food hygiene knowledge</td>
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<td><strong>SKILLS / ABILITIES / COMPETENCIES</strong></td>
<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>- Ability to work autonomously, adapt to various situations and use initiative as standard</td>
<td>- Commitment to continual improvement of the University Catering and Bar service.</td>
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<td>- The ability to lead and motivate a team of staff.</td>
<td>- Commitment to provide quality service to staff, students and visitors.</td>
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<td>- Effective organisational skills.</td>
<td>- Demonstrate professional and cost focussed approach to the role.</td>
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<td>- Ability to communicate effectively and sensitively with staff, students and visitors.</td>
<td>- Must be personally well presented at all times</td>
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<td>- Demonstrable product presentation skills with attention to detail.</td>
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<td>- Good level of numeracy and literacy</td>
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<td>- Good level of dexterity.</td>
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<td>- Ability to work on own initiative as well as be a great team player.</td>
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<td>- Competent PC user with knowledge of Microsoft Office applications.</td>
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<td>- Current, clean driving licence</td>
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<td>- Food hygiene certificate level 2</td>
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<td>- BIIAB Personal licence course level 2</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6671
- Complete the online application form

You will need to submit your application by midnight (GMT) 30 May 2018

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and / or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424