

APPLICATION PACK
Bar & Front of House Supervisor

Job Title:	Bar & Front of House Supervisor
Salary:	£25,000 - £30,000 per annum depending on experience
Responsible for:	Supervising Casual and agency Bar & Event staff (although not direct line manager)
Key working relationships:	Programme Team made up of Venue and Culture teams, commercial hirers, and suppliers
Reporting to:	Bar Manager
Working Hours:	35hours per week, flexible work pattern on a rota (including frequent evening and weekend hours)
Contract type:	Fixed term 12 months (with possibility of extension)

About the London Irish Centre (LIC)

The London Irish Centre is the oldest and largest Irish Centre in Britain, offering a mix of community and cultural services for both Irish and local communities in London and UK wide.

We are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre home as a world-class community and cultural centre.

Our services include:

- London's leading Irish **Arts, Culture** and **Heritage** programme.
- Four dynamic **venue** spaces available to **hire** for meetings, weddings, classes and more.
- **Café-bar** workspace serving snacks and drinks.
- **Library** with over 7,000 books.
- **AQS Information, Advice and Support** on a wide range of welfare issues, from housing to benefits.
- **Social Groups** strengthening communities across London.
- **Warm, safe spaces** for people to connect.
- **Community Café** serving subsidised nutritious meals.
- Accredited **Befriending Service** to connect people facing loneliness.
- **Health and Wellbeing Advice** led by our resident nurse.
- **Survivor Service**, including a **Freephone Response Line** to provide information and support to survivors of Irish institutional abuse.
- **Weekly Walk-in Enablement Clinic** for those living with complex needs or multiple areas of disadvantage.
- **Food Poverty Support**, including a Community Fridge with food donations available, emergency vouchers and food bank collection.

How to Apply

In this pack we have included a job description and person specification to support your candidature. The details in the job description and person specification should be addressed in a one-page cover letter. To apply for this vacancy, please upload your CV and cover letter to this portal:

<https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=122ce71e-1b72-462f-b711-135e7aa65c63>

Applications will be reviewed on a rolling basis, and we will be actively interviewing therefore this post may close early. Please ensure you apply as early as possible.

Job Brief

The Bar & Front of House Supervisor is a key role within the Programme & Event Team at the London Irish Centre (LIC). The successful candidate will be responsible for supporting and assisting the Bar Manager in successfully establishing the LIC as a place of excellence for Irish hospitality and welcome. In addition to day-to-day bar supervision and food offering, this role encompasses venue set up and being the key person to welcome and cater to events operating within the venue.

Working closely with the Programme & Events Team, the Bar & Front of House Supervisor will play an active role in ensuring that commercial hires and events run smoothly, and that the venue's technical facilities are kept in good working order. The role will ensure that the venue is operating safely and efficiently. This role offers someone a fantastic opportunity to be part of establishing and enhancing the identity of the London Irish Centre while offering hands on experience in the running of bars, events, and gigs.

Personal Specification

Essential and Desirable Skills & Experience

	Skills and Experience	Essential	Desirable
1	2+ Years Supervisor/ Leadership experience in the hospitality industry	x	
2	Experience working within a team to deliver an outstanding service to clients/ customers	x	
3	Experience motivating and leading a team	x	
4	Experience of working with a food offering		x
5	Personal Licence Holder		x

	Attributes and Skills	Essential	Desirable
1	High level of numeracy and confidence dealing with figures and stock control	x	
2	Good IT literacy including the ability to use excel and email, an understanding of till and stock control systems, and the ability to use digital platforms if trained e.g., Office 365, SharePoint, Teams.	x	
3	Excellent communications skills and proficient in POS systems	x	
4	Ability to maintain high standards whilst working under pressure	x	
5	Commercially oriented with the ability to drive sales and upsell		x

	Qualities	Essential	Desirable
1	Enjoys meeting and greeting new people, good with the general public and working as part of a diverse team	x	
2	Friendly and warm, ability to cope with conflicting demands	x	

Key areas of responsibility

Bar & Food Supervision

- Day to day bar and hospitality delivery – supervising the bar team ensuring that all daily tasks and check lists are conducted, and the Hub Bar is always kept clean and tidy, and the team is offering a warm Irish welcome.
- Assisting the Bar Manager with weekly stock takes and reconciling against sales reports.
- Cellar Management including daily and weekly checks of equipment. To ensure the highest standard of cleanliness of beer line system.
- Supporting the Bar Manager to identify areas of improvement across bar delivery and customer experience.
- We welcome new ideas to help generate footfall and increase our awareness, including event ideas and offers.
- To help develop and deliver a daily food offering to customers.
- Ensuring the bar and staff operate efficiently.
- Reconciling banking.
- Maintain inventory and stock levels.

Events & Customer Experience

- Ensuring that all events are prepared according to the requirements of each specific event while focusing on any special requests from the clients.
- To ensure that every customer receives a warm welcome and clear direction for their event.
- To ensure that signage around the building is up to date.
- To ensure that the toilets and public areas are always kept clean and tidy.

- Leading on room set up and turnarounds, working with the Programme & Events Team on any complex set up, identifying pinch points and where additional crew might be needed to fulfil the venues events across a 2-week period.
- To ensure that all rooms are taken down efficiently and cleared for the next event.
- Ensure that catering is provided at the correct times throughout the event.
- Working with the Programme & Events Team to ensure the venue's technical facilities are kept in good working order – making sure there is a good supply of spare parts (including projector bulbs), and any maintenance or repairs are scheduled so there is no impact on programme delivery.
- Ensuring our venue diary system is fully up to date should any changes arise in bookings to ensure that charging is correct.

People Management

- Completing timesheets for all zero hour contracted bar staff – ensuring that all timesheets are signed by the Bar Manager and processed ahead of payroll deadline.
- Assisting the Bar Manager on training new or contracted/agency casual bar staff.
- Work as Bar supervisor on Events managing both LIC team and agency staff.
- Creating weekly work schedules.

Health & Safety

- To assist the Bar Manager and HR Manager in maintaining and keeping all health & safety information correct and up to date.
- Assisting or being the responsible person for the Fire emergency plan, giving fire briefings to occupants to ensure everyone understands what emergency procedures to follow in the event of a fire in the workplace and venue, fire safety action instructions, and familiar with fire escape routes and assembly points.
- Where the Bar Manager is unavailable, to conduct fire alarm checks.
- Ability to maintain and operate a CCTV system.

General Responsibilities

- To act as an advocate for the LIC at all times.
- To give due consideration to Equal Opportunities in all aspects of work, e.g., access for disabled people, fair recruitment procedures.
- To ensure good working practices in all aspects of the company's work furthering its stated policies and working within the Company's guidelines.
- To give due consideration to Environmental Sustainability in all aspects of work, e.g., ensuring minimum waste, using appropriate transport.
- Be aware of, and comply with, the rules and legislation pertaining to Health and Safety at work.
- To provide input for promotional activities and events, particularly good news stories

This job description is a guide to the nature of the work required of the Bar Front of House Supervisor. It is not wholly comprehensive or restrictive and may be reviewed as required.

Employee Benefits

- Enhanced annual leave - 26 days plus bank holidays (increase to 27 days after 5 years of service pro rata).
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata.
- Enhanced maternity and adoption leave pay.
- Flexible working where possible for each role.
- Cycle to Work Scheme.
- Tech Scheme.
- Eyesight tests and corrective glasses.
- Jury Duty leave pay.
- Employee Assistance Programme.
- Complimentary tickets to select events.
- 50% discount on LIC education courses (subject to availability).
- 20% discount at the LIC shop and 10% discount at the LIC bar.
- Mindfulness app membership.

***Only available to staff on contracts of a minimum of 12 months**

LONDON IRISH CENTRE

OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.