

APPLICATION PACK
Bar & Hospitality Manager

Job Title:	Bar & Hospitality Manager
Salary:	£30,000 - £35,000 per annum
Reporting to:	Head of Venue & Sales
Responsible for:	Supervising Casual and agency Bar & Event staff (although not direct line manager)
Working Hours:	40 hours per week, flexible work pattern on a rota (including frequent evening and weekend hours)
Contract type:	12-month FTC (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 provide a wide range of Community Services. Our Cultural and Heritage team delivers a full programme of events. In addition to the aforementioned charitable work, we operate a Venue which comprises of a coffee shop/bar, private hire spaces and commercial events. Throughout the year we run major Fundraising events and initiatives to support our charitable aims. Discover more about the incredible work we do by visiting our website.

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

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, upload your CV and cover letter to this portal- <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=8bc78880-cd66-4c81-b3ce-1e1c2ab80e67>

Applications will be reviewed on a rolling basis, and we will be actively interviewing.

If you would like to have an informal conversation with Bobby Murray (Head of Venue & Sales) please contact us by email at recruitment@londonirishcentre.org to arrange a call.

Job Brief

The Bar & Hospitality Manager is a key role within the Culture & Venue Team at the London Irish Centre (LIC). The successful candidate will be responsible for hospitality offer across our bars and cafe's, including daily food offer, stock control, supplier management, casual bar staff, recruitment, training, and rostering.

The Bar & Hospitality Manager will successfully establish 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 Culture & Venue Team, the Bar & Hospitality Manager 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

	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

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	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 Management

- 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.
- This role will require a personal alcohol license or to undergo training to obtain one.
- Weekly stock takes and reconciling against sales reports.
- Liaising with catering teams to manage a weekly cafe food offer, as well as any additional catering required for events.
- Cellar Management including daily and weekly checks of equipment. To ensure the highest standard of cleanliness of beer line system.
- 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.
- Ensuring the bar and staff operate efficiently.
- Reconciling banking.
- Maintain inventory and stock.

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 Culture & Venue 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 Culture & Venue 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.

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People Management

- Completing timesheets for all zero hour contracted bar staff – ensuring that all timesheets are signed by the Head of Venue & Sales and processed ahead of payroll deadline.
- Training new or contracted/agency casual bar staff.

Health & Safety

- To assist the Head of Venue & Sales and HR Manager in maintaining and keeping all health & safety information correct and up to date.
- Assisting or being the responsible person with 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.
- Conduct weekly 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 & Hospitality Manager. 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 26 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.
- 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.