JOB DESCRIPTION

Bar Manager

32 Hours a week across 4 days
£22,813.44 per annum

1. Job Purpose

To manage and oversee the day-to-day operation of The Rowley's bar and associated facilities, ensuring effective staff management, high standards of customer service, sound stock and financial controls, and compliance with relevant legislation, licensing requirements and club procedures.

The role is primarily hands-on and operational, with the majority of working hours spent undertaking bar duties, managing staff and overseeing the operation of the premises. A smaller allocation of working hours will be dedicated to the administrative and management responsibilities associated with the position.

The Bar Manager will take responsibility for the effective day-to-day running of the bar, exercising appropriate authority and initiative to ensure the smooth operation of the club. They will work closely with the Club Secretary, Treasurer and Committee, supporting events and functions and contributing to the continued success, development and financial sustainability of The Rowley.

2. Reporting & Accountability

The Bar Manager will report to the Club Secretary and be accountable to the Committee.

The Bar Manager will have responsibility and authority for the day-to-day management of the bar operation, including staff supervision, stock management and supplier ordering, within agreed budgets, purchasing arrangements and club procedures.

The Bar Manager will have authority to order stock independently through the club's agreed supplier accounts and will be expected to manage purchasing responsibly, taking account of stock requirements, pricing, value for money and the financial interests of the club.

Significant operational, financial, staffing or compliance matters must be brought to the attention of the Club Secretary, with matters requiring wider consideration or approval referred to the Committee.

3. Working Arrangements & Hours

The Bar Manager will be contracted to work **32 hours per week**, with working hours allocated as follows:

- **Minimum 27 hours per week:** Hands-on bar duties, including serving members and guests, supervising staff and overseeing the day-to-day operation of the premises.
- **5 hours per week:** Allocated management and operational support duties, including staff management, cellar work, administration, stock control, supplier ordering and private event/function coordination.

The Bar Manager will be responsible for organising their working time effectively to ensure that both operational and management responsibilities are fulfilled.

The five allocated management hours should be used flexibly to meet the needs of the club.

Management responsibilities may also be undertaken during normal bar shifts where appropriate.

The postholder will be expected to work flexibly to meet the operational needs of the club, including evenings, weekends and event days, as required.

4. Salary & Remuneration

The position attracts a gross annual salary of £22,813.44, based on a contracted working week of 32 hours.

The salary is payable in accordance with the club's normal payroll arrangements and is equivalent to an hourly rate of approximately £13.71.

The salary covers both the hands-on bar duties and the management and administrative responsibilities associated with the position.

Any additional hours must be authorised in advance and will be managed in accordance with the terms of employment and the club's agreed procedures.

5. Key Responsibilities

The postholder will be responsible for the following areas:

5.1 Bar Operations & Customer Service

- Manage and oversee the daily operation of the bar, ensuring efficient service and a welcoming environment for members and guests.
- Undertake hands-on bar duties, including serving customers and supporting the wider team.
- Maintain high standards of customer service and deal professionally with feedback, enquiries and complaints.
- Ensure bar areas, customer facilities and equipment are clean, tidy and presentable.
- Oversee appropriate opening, closing and security procedures.
- Ensure staff follow club procedures for age verification and the responsible sale of alcohol.

- Identify opportunities to improve service standards, customer experience and operational efficiency.

5.2 Staff Management & Scheduling

- Manage and supervise bar and cleaning staff, ensuring duties are completed to the required standard.
- Prepare and manage staff rotas, ensuring appropriate staffing levels to meet operational requirements.
- Monitor staff attendance, punctuality, performance and presentation.
- Support staff recruitment, induction, training and development, in conjunction with the Club Secretary where appropriate.
- Provide guidance, direction and support to staff, promoting a positive, professional and inclusive working environment.
- Address day-to-day staffing issues and escalate significant concerns to the Club Secretary.
- Ensure staff understand their responsibilities and follow club policies and procedures.

5.3 Stock Control & Supplier Management

- Manage stock levels and independently place orders through agreed supplier accounts.
- Ensure deliveries are checked, recorded and stored appropriately.
- Conduct regular stocktakes and investigate discrepancies.
- Monitor wastage, product losses and stock performance to protect the club's profitability.
- Oversee cellar management, beer quality, line cleaning and appropriate stock rotation.
- Liaise with suppliers and representatives regarding orders, deliveries, pricing and promotions.
- Review product performance and identify opportunities to improve stock range, pricing and profitability.
- Report significant stock issues, unusual losses or purchasing concerns to the Club Secretary.

5.4 Cash Handling & Financial Management

- Oversee till operation, cash handling, cashing up and reconciliation procedures.
- Ensure transactions are processed accurately and in accordance with club procedures.
- Maintain appropriate financial and operational records and report discrepancies promptly.
- Ensure cash is secured and handled correctly.
- Monitor sales, stock costs, wastage and other relevant performance indicators to support the financial performance of the bar.
- Follow agreed financial controls and escalate any concerns to the Club Treasurer.

- Identify opportunities to improve sales, control costs and maximise the profitability of the bar.

5.5 Cleaning, Premises & Health and Safety

- Maintain high standards of cleanliness throughout the bar, cellar and associated facilities.
- Manage and supervise cleaning staff, ensuring cleaning schedules are completed.
- Monitor cellar conditions, equipment and general premises standards.
- Identify and report maintenance issues, faults and potential hazards.
- Promote safe working practices and ensure accidents and incidents are reported appropriately.
- Support fire safety, health and safety and food safety procedures.
- Ensure relevant cleaning and maintenance routines are carried out and recorded.

5.6 Licensing & Compliance

- Support and maintain compliance with the premises licence, licensing conditions and relevant legislation.
- Ensure staff understand age-verification requirements and responsible alcohol service procedures.
- Maintain relevant operational records, including cleaning and temperature-monitoring records where applicable.
- Support food safety compliance and coordinate food hygiene visits and inspections in conjunction with the appropriate club representatives.
- Ensure operational procedures are followed and compliance documentation is maintained accurately.
- Escalate compliance concerns or potential breaches promptly to the Club Secretary.

5.7 Functions, Events & Promotions

- Respond to function room enquiries and assist with bookings and arrangements.
- Support and coordinate the organisation and delivery of entertainment, quizzes, bingo, seasonal events and private functions.
- Work with the Committee to develop ideas for events, promotions and activities.
- Coordinate event preparation, staffing and delivery.
- Support the promotion of the club through social media, local advertising and community engagement.
- Identify opportunities to improve member engagement, attract new customers and increase revenue.
- Contribute ideas for new products, promotions and initiatives that support the continued development of the club.

5.8 Administration & Communication

- Prepare staff rotas, maintain stock records and complete associated administrative and management tasks.

- Ensure operational documentation and records are accurate and up to date.
- Communicate effectively with the Club Secretary and Committee.
- Provide regular updates on staffing, stock, sales, customer feedback, maintenance and operational matters.
- Ensure relevant information is communicated promptly to those responsible for the wider management of the club.
- Contribute suggestions and recommendations for improving efficiency, service quality and the commercial performance of the club.

5.9 General Duties

- Undertake any other reasonable duties appropriate to the role, as directed through the club's agreed management structure.
- Carry out all responsibilities in accordance with club policies, procedures and agreed levels of authority.
- Act in the best interests of The Rowley, its members and the wider community.
- Maintain a professional approach and contribute positively to the reputation and continued success of the club.

6. Person Specification

The successful candidate will be a reliable, organised, approachable and proactive individual with the ability to manage staff, take responsibility for day-to-day operations and maintain high standards in a busy hospitality environment.

Criteria	Essential (E) / Desirable (D)
Experience in a bar, hospitality or licensed premises environment.	E
Experience of working within a club environment.	D
Experience of supervising or managing staff, including organising rotas and allocating duties.	E
Strong communication, interpersonal and customer service skills.	E
The ability to manage stock, place orders and maintain effective supplier relationships.	E
Confidence in handling cash, overseeing financial procedures and monitoring sales and costs.	E
Good organisational, administrative and record-keeping skills.	E
An understanding of licensing, health and safety and food hygiene requirements, or a willingness to undertake appropriate training.	D
The ability to work independently, use initiative and make sound operational decisions.	E
A flexible approach to working hours, especially evenings, weekends and event days.	E
A positive attitude towards teamwork, staff development and customer satisfaction.	E
A commitment to the continued success and development of The Rowley and its members.	E
Experience and knowledge of using social media to promote a business and respond to enquiries	D
Driving Licence and own transport	D