



**UNIVERSITY OF LINCOLN STUDENTS' UNION  
JOB DESCRIPTION**

<b>JOB TITLE:</b> Tower Bar Supervisor	<b>DEPARTMENT:</b> Commercial Services
<b>LOCATION:</b> Students Union	<b>REPORTS TO:</b> Tower Bar Manager
<b>SALARY:</b> Grade 3a, £17,408 per annum (as of 1 <sup>st</sup> August 2019, £18,009 per annum) 37 hours per week, permanent, full time	<b>DATE REVIEWED:</b> July 2019

<b>Context</b>	<p>The Students' Union is an independent body affiliated to the National Union of Students and exists to support students in both their academic and non-academic experiences; whilst working closely with the University and local community.</p> <p>Student leaders are elected by the student body and supported by the staff's expertise to deliver services and represent student needs; to enhance the experience of all students at the University of Lincoln.</p>
<b>Job Purpose</b>	<p>The post holder will be responsible for ensuring that the customer receives the highest quality service, and to oversee the day to day running of the Students' Union Bars; Tower Bar and Engine Shed, ensuring that the student staff are fulfilling their duties.</p>

**KEY RESPONSIBILITIES**

<i>Key Responsibility 1</i>
<p><b>Customer Service</b></p> <p>To assist in ensuring the smooth running of the bar.</p> <p>To assist in the smooth and constant availability of food during hours of service.</p> <p>To supervise staffing when required including bar, kitchen and glass collecting.</p> <p>To ensure that services are delivered by Tower Bar Team Members in accordance to company policy and procedures.</p> <p>To provide a high customer service standard within the bounds of the licensing laws.</p> <p>Assist in providing a welcoming atmosphere for customers to encourage repeat business.</p> <p>To ensure customers are satisfied and that any complaints are dealt with in a speedy and professional manner.</p> <p>Ensure that company standards for uniform and grooming are adhered to by all staff.</p> <p>To ensure Tower Bar Team Members record all refusals at the bar.</p>

Ensure that company standards for uniform and grooming are adhered to by all staff.

Ensure that the customer journey, including the front of house bar area is fit for purpose at the time of opening the bar.

### ***Key Responsibility 2***

#### **Operational**

Ensure that all Bar equipment is in good working order

Assist the operation of the kitchen as and when required, specifically playing an active role in the preparation and service of food

Handle and prepare food to a high standard as per organisational policies and procedures and ensure compliance with relevant Food Safety and hygiene legislation.

As required, assist with the kitchen operation in the absence of the Chef, ensuring the food service is efficient and waiting times are within agreed timescales.

Make certain all deliveries are checked in correctly and documentation is correct as required.

To record wastage on the till and within the wastage folder.

Assist in ensuring that controls are maintained to maximise profits and efficiency and minimise wastage.

To assist the Tower Bar Manager in the control of wage costs in line with budgetary requirements.

To oversee cash and stock control consistently according to company policy.

To ensure licensing laws are adhered to and that Tower Bar Team Members are adhering to them.

Ensure the building is secured and alarms set when leaving at night.

Report to the Tower Bar Manager maintenance issues of the venue and act when required as point of contact for University estates whilst on shift.

Maintain high standards of cleanliness, hygiene, health and safety

Act as one of the key holders to the Students' Union premises being on the emergency call out list and responding when required, including out of hours.

### ***Key Responsibility 3***

#### **Financial duties**

To support in ensuring all company financial regulations are adhered to at all times.

To take positive action to meet department objectives and targets.

To assist in ensuring all tills are floated and change is available throughout each shift.

Ensure all company and cash handling procedures are adhered to at all times.

To cash up tills at the end of the business as required

To assist in ensuring rotas and timesheets are updated accurately and according to company procedures as required.

In addition, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

**ADDITIONAL INFORMATION**

<b>Scope and Dimensions of The Role</b>	<p>Work in a manner that reflects the values of the organisation as shown in the Union’s constitution and strategic plan, and in line with Union policies and procedures.          Promote a positive image of the University of Lincoln Students’ Union at all times.          Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary.          Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to Data Protection Legislation.          Engage in appropriate training programmes as identified by your line manager.          Participate in the staff performance and development review scheme.          Actively follow and promote Union policies.          Some attendance at meetings outside normal office hours may be required.          Maintain confidentiality in respect of all areas of the job responsibilities, and be aware of current policy in relation to Data Protection Legislation.          To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team.</p>
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<b>Key Working Relationships</b>	<p>Tower Bar Manager          Assistant Tower Bar Manager          Commercial Services Management team          Students’ Union SMT          Executive Officers          Students’ Union departments</p>
<b>External Contacts</b>	<p>Suppliers          General Public          University Staff</p>

<b>Author</b>	S Bass	<b>Date Published</b>	July 2019
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**UNIVERSITY OF LINCOLN STUDENTS' UNION  
PERSON SPECIFICATION**

**Job Title: Tower Bar Supervisor**

<i>Selection Criteria</i>	Essential (E) or Desirable (D)	Where Evidenced Application (A), Interview (I), Presentation (P); References (R)
<b>Qualifications:</b> Degree or equivalent professional qualification or relevant experience Personal License	E  D	A  A
<b>Experience:</b> Experience of working within a bar environment. Experience of working in a customer service environment Experience with food preparation and service An understanding of the particularities of working within a democratic organisation.	E E E D	A / I A / I A / I A / I
<b>Skills and Knowledge:</b> Strong communication skills Leadership and management skills High standards of cleanliness and hygiene Able to manage own workload, time and priorities Product knowledge in spirits, wines, beer, sales and cocktails.	E E E E E	A / I A / I A / I A / I A / I
<b>Competencies &amp; Personal Attributes:</b> Commitment to the delivery of high standards of service. Proven ability in organising. Ability to work under pressure and make quick decisions Able to work as part of a team and under own initiative Ability to multi-task Understanding of, and commitment to, Equal Opportunities within the workplace Personable and Professional in relationships with others. Flexibility and resilience	E E E E E E E E	A / I / R A / I A / I A / I A / I A / I A / I A / I
<b>Business Requirements:</b> May be required to work the occasional evenings and weekends	E	A

Essential Requirements are those, without which, a candidate would not be able to do the job. Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.