

## Walthamstow Trades Hall and Institute Limited

### Job Description – Assistant Bar Manager

#### Overall Job Responsibility

In the absence of the Bar Manager, the Assistant Bar Manager is responsible for the day-to-day management and operation of the Bars and public spaces of Walthamstow Trades Hall, ensuring that all members and guests receive exceptional service.

**Responsible to:** Bar Manager

**Responsible for:** Casual Bar staff, Cleaning and Door Staff (in the absence of the Bar Manager)

#### Duties and Responsibilities

##### Staff responsibilities

1. Recruit, train and manage bar staff, club cleaners and the club's door staff, ensuring high standards of presentation and customer engagement as appropriate.
2. Undertake regular supervision meetings and performance reviews with all staff.
3. Undertake performance and conduct investigations and hearings in accordance with the Club's policies and procedure, seeking advice and support as appropriate.
4. Ensure all records relating to staff are kept confidential in accordance with the Club's policies and procedures.

##### Bar responsibilities

1. Under the instruction and guidance of the Bar Manager, purchase stock, take in deliveries and prepare the bar for the sale of wet and dry stock. Ensure that sufficient stock is available at all times and that stock is in date and correctly rotated.
2. Ensure the bar is ready for service as required - fully stocked, clean and tidy, and with sufficient and appropriate staffing, as agreed with management.
3. Operate the Trades Hall's Club Control system (and any succeeding system) effectively in terms of cash and card transactions, stock control and maintaining records.
4. Ensure cash is properly prepared for banking in line with Club protocols.
5. Maintain appropriate records relating to: wastage, complementary drinks, ordering and returns.
6. Ensure that all staff are aware and comply with licensing laws.
7. Provide the Bar Manager with regular feedback concerning any issues relating to the bar, including concerns about staff performance and customers.
8. Take appropriate measures to ensure that all staff are aware and comply with health and safety legislation and guidance, in particular relating to COSHH, stock storage and stock rotation.
9. Clean cellar lines, as required.
10. Provide the Bar Manager with regularly feedback on the product range to ensure it meets the needs of Club members and guests.
11. Uphold and maintain the Security, Fire Safety and Health & Safety Procedures of the club. Identify, report and follow up any faults, defects, complaints and potential hazards.
12. Ensure that the club adheres to licensing closing times, end of day jobs are completed to a high standard in readiness for opening and all areas are checked and before leaving and securing the premises.

### Administrative and Event responsibilities

1. Attend regular meeting with your line manager to discuss all matters relating to the operation of the Club - including stock, finances, staffing, health and safety, maintenance and cleaning, security and events.
2. Manage email enquiries and phone calls.
3. Proactively promote Club membership to non-Members and respond to queries/matters raised by Members.
4. Operate the Trades Hall's Club Control system (and any succeeding system) effectively in terms of the Club Membership Register and the event bookings system.
5. Represent Walthamstow Trades Hall (as required) at Supplier, Contractor, and Client meetings, in the Bar Manager's absence.
6. Advise the Bar Manager of any new processes, procedures and innovations for the Club that could benefit Members and/or optimise income.
7. Comply with policies relating to data protection and report any concerns to the Bar Manager or nominated Committee Member.

*This job description is intended to be a broad outline of duties and is not intended to be exhaustive. The post holder will be expected to take on other duties and responsibilities commensurate with the level of the post as directed by the Club's Committee Members and Officers.*