

# Hospitality Supervisor

Casual, Part-time

## ABOUT ST GEORGE'S BRISTOL

St George's Bristol is one of the UK's leading concert halls, in a typical year welcoming around 120,000 visitors to the building and dozens of artists in a range of music genres and spoken word. We aim to create a diverse and sustainable programme of the world's finest musicians and thinkers, and to provide a vital platform for local amateur creators, as well as supporting the work of practitioners in grassroots, voluntary and learning contexts. We are also a registered charity, and our Learning and Participation programme engages with many children and young people each year through innovative creative projects and partnerships.

To find out more about the work of St George's, please visit - <https://www.stgeorgesbristol.co.uk/about-us/>

To find out more about the team at St George's, please visit – <https://www.stgeorgesbristol.co.uk/about-us/our-team/>

## JOB OUTLINE

The role of Hospitality Supervisor is to lead the hospitality team on shift and provide support to the Hospitality Manager in the running of the bar and cafe. The main responsibility comes in supervising and leading shifts when on duty.

## INCLUSION POLICY

In acknowledgement that some voices are under-represented in the arts, we commit to interview every candidate who identifies as disabled and/or being from a culturally diverse background. If you identify in this way, we would be grateful if you could make this clear in your covering letter. We acknowledge that the term 'culturally diverse background' is imperfect and does not adequately represent all experiences or communities. We use it to refer to the cultural backgrounds which may be termed the Global Majority and/or Black, Asian and Minority Ethnic. We are reviewing the language we use to describe diversity and difference.

## ROLE OUTLINE

- Support the Hospitality Manager in running the bar and café operation
- Lead the hospitality team on shifts in both cafe and bar
- Provide a welcoming space for people to enjoy good food and drink, with great music
- To lead in the provision of excellent customer service to all customers and to assist in providing a high-quality service throughout the building
- Be the point of contact for St George's Front of House and Box Office teams while on shift
- Assist in the control of stock and the preparation of stock order sheets
- lead in the end of shift cleaning, adhering to health and safety standards and schedules
- Supervise the cash up of tills & handling money
- Assist in other tasks as requested by line manager
- Be responsible for lock up and security of the building
- Attend regular training on health & safety, company policies and food/drink training
- To deal with any customer queries or complaints while on shift
- To assist in the promotion of the café and bar, to grow trade and maximise profitability
- Support the Hospitality Manager and carry out any other duties as required by the CEO and the organisation

### Food

- Assist and oversee in basic food preparation as requested by Hospitality Manager
- Control of disposables and hot beverage supplies maintaining stock control.
- To maintain the hot beverage machines through regular cleaning and maintenance

### Drink

- To ensure the bar conforms to current alcohol regulations
- To maintain the draught beer line through regular cleaning and maintenance
- To ensure bar stock is maintained to correct levels

## PERSON SPECIFICATION

| Essential            |  |
|----------------------|--|
| Experience           | A minimum of two years in a catering and/or bar establishment    |
|                      | Customer Service   |
|                      | Cash handling  |
|                      | Previous supervisor experience                                   |
|                      | Manual handling  |
| Knowledge            | Understanding of food and drink product range and styles         |
| Skills and abilities | Great customer service and passionate about hospitality          |
|                      | Methodical, accurate and able to work under pressure             |
|                      | An efficient organiser   |
|                      | Good written and verbal communication skills                     |
| Personal qualities   | Enthusiastic, organised, reliable and proactive approach to work |
|                      | Friendly manner and ability to work with a wide range of people  |
|                      | Ability to work as part of a team                                |
|                      | Willing to be flexible in working hours in evenings and weekends |

| Desirable          |   |
|--------------------|---|
| Experience         | Bar maintenance inc line cleaning                     |
|                    | Understanding of basic food preparation and standards |
| Knowledge          | Current catering health and safety regulations        |
|                    | Current food and drink trends                         |
| Personal Qualities | Interest in and understanding of the music industry   |

## TERMS & CONDITIONS OF SERVICE

Salary (supervisor) £10.25 / hour

Salary (assistant) £9.90 real living wage hourly rate

Working hours as per rota

Evening and weekend work is integral part of the role

Flexibility required to align with venue programme

You must legally be able to work in the UK

Pension St George's Bristol operates a Nest Pension Plan which complies with current legislation.

Benefits Staff ticket scheme for complimentary and discounted event tickets, and staff catering discount

## APPLICATION

Please complete send a CV and covering letter (or short video) to [recruitment@stgeorgesbristol.co.uk](mailto:recruitment@stgeorgesbristol.co.uk)

Please also complete our anonymous Equal Opportunities monitoring form online at <https://forms.office.com/r/peUjeQczAq>

We are welcoming applications throughout the month of June