

# Shift Supervisor/Manager

## **Job Description**

### **Running of the Pub**

Responsible for overseeing shifts, taking on responsibility for all other members of staff on shift. Must be able to provide all staff members with clear direction and keep them motivated and happy even during the busiest shifts

To provide excellent levels of customer service

To keep staff busy and productive at all times

Complete all daily paperwork as required

Keep good loops of communication with the kitchen to ensure high levels of service are maintained at all times

Keep all areas within your remit in good working order and clean, and where necessary report any issues.

### **Stock and Financial Control**

To follow all till and cashing up procedures as required

To, where appropriate, check off all deliveries accurately

Maintain display stock levels throughout your shift

Record any wastage

### **Continuous Training**

Brief and debrief staff at the beginning and end of shifts

Monitor new staff and help them have a positive start at The Windmill

Report back any areas in which re-fresher training would be beneficial

### **Health and Safety**

Ensure high levels of health and safety are maintained at all times

Complete required cleaning tasks, inline with the cleaning rota, to a high standard

Be fully aware of the fire evacuation procedure

Use own initiative to ensure a safe and happy working environment is maintained

### **Legislation**

To have a full understanding of all relevant alcohol licensing legislation

### **The Contract**

Zero hours contract but initially 20hours approximately per week, but could look to increase to full time if this was desired by the correct candidate.

Pay negotiable depending on experience/how awesome the candidate is

## **Person Specification**

	<b>Essential</b>	<b>Desireable</b>
<b>Experience</b>	Supervising shifts in a busy bar environment Delivering excellent levels of customer service	
<b>Skills</b>	Excellent communication skills Able to work well within a team and motivate others Effective delegation skills Work under pressure Time management skills with ability to prioritise	
<b>Attributes</b>	Common sense Good levels of personal hygiene Strong work ethic Outgoing and able to build rapport with ease Flexible and open to the often unknown nature of barwork Enthusiastic and self-motivating.	'Thick skinned' and able to deal with conflict confidently A genuine passion for hospitality and customer service A specific area of passion to take on board as their area of expertise/creativity within the pub