

## Job description

Post title: Bars and Duty Manager (Islington Assembly Hall)

Service area: Community Wealth Building

Grade: SO2

Reports to: Venue Business Manager

Your team: Islington Assembly Hall

Number of supervisees: Assistant Bars Manager, sessional workers, contracted staff. There is potential for this postholder to manage / supervise apprentices.

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

- Supporting people with long-term health conditions and/or disabilities
- Recognising the value of flexible working to support staff where possible

## Key responsibilities

1. To take operational responsibility for bars management and stock supply/control within the venue. To line manage the Assistant Bars Manager (ABM) making sure they have relevant training, clear instructions and manageable targets. To train bar staff ensuring that they carry out all work in line with venue procedures, and uphold licencing laws.
2. To act as Duty Manager ensuring the safe and effective operational running of demanding events, such as live music concerts, conferences and weddings held at Islington Assembly Hall and its break-out areas, and taking responsibility for their safe, effective and timely management, while overseeing the work of sessional workers and contracted staff.
3. To work closely with the Venue Business Manager & Deputy Business Manager on business strategies, creating bar reports outlining sales information and stock discrepancies.
4. The post holder will be required to work late nights, weekends and some early mornings.
5. To be responsible for stock control and cellar management, including: ensuring regular and accurate stock takes are carried out; scheduling orders in an appropriate and timely way, liaising with colleagues and suppliers as appropriate; making arrangements for secure deliveries; keeping a record of relevant paperwork; recording deliveries in the appropriate way; keeping manual and electronic systems up to date; creating reports; working closely with the Venue Business Manager (VBM) and other departments in the council as appropriate to analyse sales and stock levels; reporting discrepancies to the VBM and others as appropriate; and advising the Deputy Venue Business Manager and VBM regarding stock, pricing, incentives for bar staff and promotional offers, ensuring processes are followed at all times, reviewing existing processes and putting written processes in place where none exist.
6. To directly manage the Assistant Bars Manager making sure clear lines of communication are in place to maintain a cohesive team. Targets and goals to be set and monitored. Overseeing the post holder's work relating to stock control and working closely with them to supervise sessional workers, ensuring high standards of work, professionalism, and that event management procedures are followed at all times.
7. To order stock as required and entering into the EPOS till system ensuring invoices are paid promptly and ensuring the relevant manual and electronics records are maintained.
8. To liaise with suppliers to negotiate costs to help maintain target profit margins and product management, also working closely with colleagues in Strategic Procurement to

ensure the venue follows internal governance and other procurement rules relating to the purchase of bar stock.

9. To be responsible for cash and safe management; preparing floats, counting cash, preparing banking and placing change orders as required. To be responsible for weekly safe counts and reporting these to VBMs in a timely manner.
10. To develop and maintain cashing up and end of event procedures to help give a financial overview of each event and an accurate way, assisting the Venue Business Manager(s) in handling the various revenue streams taken through the bar till such as filming fees, and merchandise fees.
11. To prepare bar staffing requirements and work with the ABM to produce rotas to ensure an appropriate mix of staff is booked for each event, working with colleagues to ensure appropriate staffing levels are set, making sure that late changes to staffing requirements are managed effectively. To prepare wages for all sessional workers on a weekly basis for sign-off from VBMs, ensuring accuracy.
12. To manage the back office of the EPOS till system and any other bar/sales related systems. Making sure products and stock levels are accurate, and that the user interface is well laid out for ease of use.
13. To ensure event management processes and customer care standards are followed at all times during events, putting processes in place where none exist.
14. To take responsibility for the safe, effective and timely management of large complex events such as live music concerts when acting as duty manager. This includes: carrying out the relevant briefings, checklists and reports; being the first point of contact during an event; working with the hirer and/or other stakeholders to ensure events run on time; ensuring relevant licensing laws are adhered to; liaising with suppliers and other staff to ensure high standards of work and professionalism at all times; being responsible for evacuation procedures in the event of an emergency; responding to and dealing promptly with incidents; and when acting as duty manager, ensuring the shutting down of the venue and equipment within it is carried out effectively, overseeing the closing of bars and counting/storing of takings.
15. To develop and oversee processes for storing and banking cash deliveries (for floats) and cash takings, and be responsible for ensuring they are received, counted, checked, then collected and banked in a safe, accurate and timely way.
16. Taking deliveries, and supporting others in the team setting up the hall, taking enquiries, and taking payments.
17. To recruit and train any bar related staff ensuring, working with the Deputy & Venue Business Managers to ensure that the staffing pool is appropriate for events; that the venues licensing objectives are met, and that appropriate customer service levels are maintained and accurate records are kept following GDPR rules.

18. To check that relevant licensing laws and statutory regulations, such as health and safety, fire regulations and disabled access are adhered to at all times during events, ensuring that accurate logs are completed nightly, reporting any issues to the Deputy and Venue Business Manager.
19. To respond to customer feedback and complaints professionally and proficiently, ensuring that concerns are addressed and resolved wherever possible, passing this feedback to the Deputy and Venue Business Managers.
20. To work closely with the Deputy and Assistant Venue Managers and Events and Operations Assistant to prepare for events, including attending team meetings and meetings with hirers and prospective clients.
21. To work closely with the Venue & Deputy Venue Business Managers and other departments in the council as appropriate to analyse sales and stock levels, investigating and reporting any discrepancies.
22. To lead on ideas to maximise bar profits, such as changes to prices, incentives for bar staff and promotional offers to use up stock, and implement these with the approval of the Venue Business Managers and Events and Operations Manager, working closely with the Event Coordinator – Box Office and Marketing (ECBOM) and Assistant Venue Manager (AVM) to effectively market promotions across all social platforms.
23. To assist the Deputy Venue Business Manager and Events and Operations Assistant by taking responsibility for, and helping to manage building maintenance and repairs, helping with obtaining quotes for works as well as carrying out some general maintenance and aesthetic upkeep of the venue, assisting with maintaining a log of maintenance work carried out in the building as required.
24. To assist the council's Facilities team, in particular the Premises Manager in carrying out duties relating to the safe and effective management of the premises, liaising with other colleagues and contractors as required.
25. To support others in the team, where necessary, including (but not limited to) feeding back on observations to assist with the management of contracts and service level agreements.
26. To undertake other duties commensurate to the grade of the post.

#### Additional

1. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
2. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.

3. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
4. The post holder is expected to be committed to the Council's Be Islington CARE values, working in a way that is collaborative, ambitious, resourceful and empowering.
5. Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
6. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
7. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

## Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

## Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Work style

Frontline Role

# Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

## Essential criteria

### Experience

Essential criteria	Criteria description	Assessed by
1	Experience in a similar role.	Application/Interview
2	Experience of all aspects of event management.	Application/Interview
3	Experience of providing exceptional customer care.	Application/Interview
4	Personal licence holder.	Application/Interview
5	Understanding and experience of stock taking and data entry, together with experience of system configuration with EPOS till systems.	Application/Interview

### Skills

Essential criteria	Criteria description	Assessed by
6	Available to work weekends, early mornings, late nights up to 3am (to be recompensed by taking time off in lieu, or in exceptional circumstances, overtime).	Application/Interview/Test
7	Excellent inter-personal skills with the ability to form productive, professional working relationships with a diverse range of individuals and groups.	Application/Interview/Test
8	Ability to make sound and timely decisions and find solutions to problems, using initiative and good judgement at all times.	Application/Interview/Test
9	Ability to work to the highest standards, juggling competing priorities and demonstrating resilience to pressure and retaining due professionalism at all times.	Application/Interview
10	Excellent organisational skills and a high level of attention to detail.	Application/Interview
11	Ability to supervise temporary and casual workers and those supplied by an external contractor.	Application/Interview
12	An understanding of the statutory requirements associated with venues and event management, including relevant licensing laws, health and safety regulations etc.	Application/Interview

Essential criteria	Criteria description	Assessed by
13	Ability to lift and carry heavy items.	Application/Interview
14	Ability to adhere to the council's Dignity for All policy – and a commitment to championing the council's equality policies and practices across all aspects of the role.	Application/Interview

## Special requirements of the post

Essential criteria	Criteria description	Assessed by
15	Available to work weekends, early mornings, late nights up to 3am (to be recompensed by taking time off in lieu).	Application/Interview
16	Ability to supervise sessional staff and contractors.	Application/Interview

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

