

Hospitality Supervisor

CONTRACT Casual, Part-time

LOCATION: St George's Bristol

RESPONSIBLE TO: Hospitality Manager

RESPONSIBLE FOR: Casual Hospitality Team

Main purpose of the Role

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.

About St George's Bristol

A creative space for music and ideas, St George's Bristol is one of the country's leading concert halls that welcomes acoustic, or stripped back amplified concerts and events. A music venue in Bristol of international note, it boasts a superb acoustic and unique atmosphere which attracts the world's best artists.

St George's is also a charity (registration number 295178) dedicated to promoting high quality music to diverse audiences. We do this by offering the best classical, jazz, blues, folk and world music as well as family concerts and talks, plus learning and participation programme.

The Hospitality team are the face of St George's and we are keen for that face to better match the great variety of the community it serves. We are now a fully-accessible venue and welcome all applications from any background, and from people who have an interest in any sort of music and hospitality management.

Key Responsibilities

- 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

TERMS & CONDITIONS OF SERVICE

Salary £9.50 Hourly rate

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

Working hours as per rota

Evening and weekend work is integral part of the role

Flexibility required to align with venue programme

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

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

APPLICATION

Please complete the Application Form here: <https://bit.ly/3ALZVG2> and send to gary.hall@stgeorgesbristol.co.uk

Please complete the Equal Opportunities Monitoring Form online at <https://forms.office.com/r/peUJeQczAq>