

## **Role Profile**

<b>Role title:</b>	Senior Bar Supervisor (Graduate Role)
<b>Salary:</b>	£23,320
<b>Full/Part Time:</b>	Full-Time
<b>Contract term:</b>	Fixed-Term until August 2025
<b>Accountable to:</b>	Head of Bars
<b>Accountable for:</b>	On shift – student staff & Team Leaders
<b>Hours:</b>	35 Hours per Week
<b>Location:</b>	Usually located at the main Students' Union Building or Manchester Academy Venues
<b>Eligibility:</b>	Open to applicants with relevant skills and experience who are eligible to work in the UK at the point of employment <b>and</b> one of the following <ul style="list-style-type: none"><li>• a UoM, MMU or UoS 2023 or 2024 graduate</li><li>• a current UoM, MMU or UoS student on a year out</li><li>• a previous UoM, MMU or UoS student who has withdrawn from their course during 2023 or 2024</li></ul>
<b>Benefits:</b>	We offer a great range of benefits. You can see them <a href="#">here</a> .

## **Our Organisation**

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing to support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

## **Our Organisational Values**

Our values are really important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a 'great experience' service
- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

## **Role Overview**

As a Senior Bar Supervisor, you'll support the operation and day to day running of 532 Bar and Kitchen and our four Manchester Academy venue bars as well as learning key skills in the management and wider operation of a hospitality site. The goal of this role is to equip the applicant with the skills and qualifications to step into a management level role within the hospitality sector.

532 Bar and Kitchen has been a staple of the student campus experience and our Manchester Academy venue bars come with over 30 years of history in Manchester's music scene, hosting the likes of Led Zeppelin and David Bowie in the past, to the present day with artists like Muse and Billie Eilish. Within the role, you'll learn to manage the bars of both sites, with support of the bar management team, and you will be leading a team of around sixteen student Team Leaders and over one hundred Student Bar Assistants, encouraging their development and enabling them to hit high standards of customer service and product delivery.

Throughout this role, you'll discover the inner workings of a bar, including rota and staff management, event organisation, stock control and more alongside our bar management team of 4 full-time staff who all have their own specialty areas. We'll support your professional development through internal training as well as supporting you to achieve accredited qualifications such as your Personal License, ACT (Action Counters Terrorism) and First Aid (EFAW) certification. As a Senior Bar Supervisor, you'll support our commercial income generation which will go on to fund impactful student services operated by other teams at the Students' Union.

## **Key Result Areas**

<b>Responsible for</b>	<b>Contributor to (Develop towards)</b>
You'll oversee the operation of the bar and ensure opening hours run smoothly which includes ensuring that the bar opens on time, that each shift is staffed appropriately, stock is available, till systems are set up, health and safety processes are being adhered to, customers and staff are happy and then the closure of the bar at closing hour.	You'll contribute to the operation of all bars – ensuring the licencing law and Union responsible drinking guidelines are followed, creating rotas, assisting with stock throughout the night, working towards being able duty manage the bars department.
You'll ensure all customers have a great experience when visiting our bars by supporting	You'll contribute to the commercial income generation of the bars by working to achieve

team leaders and bar assistants to handle any conflicts that arise, ensuring the drink offering is varied and on trend with our target audiences and providing opportunities to upsell drinks/packages.	financial targets, supporting Bar Assistants to upsell drinks/packages and minimising wastage.
You'll order stock weekly from our trusted suppliers, handle deliveries and oversee stock areas alongside our Bar Management team. You'll also perform basic stock management tasks like changing barrels, restocking when the bar is open and troubleshooting equipment.	You'll learn to predict sales by understanding financial forecasts, current trends and data which you'll use to manage our EPOS system and stock ordering and ensure that we are compliant with NUS good practise.
We regularly host events such as open-mic nights, football showings, festivals, and live music. You'll manage relationships with clients, organise the bookings calendar and respond to all queries promptly. You'll aim to curate a year-round calendar of events that bring in customers, generate additional income and provide opportunities to student talent.	You'll assist the Bar Management team to plan live events and private hire bookings which involves risk assessments, technical requirements, stage management and health and safety to ensure all events are safe for attendees and provide a great experience for all students.
We have around 150 casual, studying staff who work as Bar Assistants and Team Leaders. You'll support their development by delivering training and provide ongoing support when required.	You'll contribute to the recruitment of new staff by shortlisting applications and interviewing candidates, ensuring that a welcoming environment is created during this process. You'll also play a part in creating staff rotas, developing your understanding of how to plan out staffing requirements based on factors such as day of the week, what event is on, what genre of music is the gig and more.
You'll deliver health and safety processes and procedures such as COSHH and HACCAP to maintain an exceptionally safe environment for all staff and customers.	Across all areas of the role, you'll ensure that excellent standards are met in these areas - health and safety, licensing and compliance customer experience, people management, revenue generation, cleanliness of all bar areas by continually reviewing best practise. You'll always seek ways to improve the bars, aiming to be the go-to bar on campus.

### **Organisational Stewardship & Leadership Responsibilities**

- You'll participate in team planning days.
- You'll assist in key Students' Union events & activities throughout the year including Welcome Week, elections and supporting the officers in delivering their plans.
- You'll perform duties in line with the Union policy & procedure framework.
- To contribute to maintaining communal areas and team stores

## Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
<b>Education</b>				
We accept candidates from any educational background.				
<b>Experience &amp; Knowledge</b>				
Hospitality experience – great understanding of how the hospitality industry operates, experience of working in a busy bar or catering environment, understands stock management, understands till systems (EPOS)		✓		
Compliance – knowledge of licencing laws, health and safety and fire safety procedures		✓		
<b>Skills</b>				
Communication – confident with communicating with a range of stakeholders, able to give and receive feedback, being approachable		✓		
Customer Service - great at creating a welcoming environment for customers, goes above and beyond to resolve a customer issue, offers tailored service per customer, adaptable in different situations, patience, positive attitude		✓		
Conflict management – great at resolving conflict in a situationally appropriate way	✓			
<b>Personal Attributes</b>				
Collaborative – great at building and maintaining working relationships, great at working collaboratively with team members, seeks ways to ensure all voices are heard, contributes to achieving team goals, works well with others to problem solve		✓		
Creative thinking – great at thinking outside the box, coming up with new ideas and not being afraid to try different ways of doing things	✓			

Passion – interest in hospitality, passionate about customer experience, professional attitude towards work, engaging in learning opportunities, takes every opportunity to improve or develop skills, wants to try new ways of working				✓
Initiative – can identify tasks and activities that need to be completed, great at understanding delegating tasks appropriately, proactively deals with problems alongside active workload	✓			
<b>Values &amp; Behaviours</b>				
Align with the SU's values and behaviours both personally and professionally		✓		
Insight driven – always looking for ways to collect data from a range of sources to measure the impact of your work on the student community or to inform your work				✓
Active Bystander – continually seeks to dismantle barriers, ensures all working practises are accessible, seeks to ensure all voices are heard and factored in when making decisions				✓

## **Development**

As part of your role, you will receive a bespoke learning calendar for the duration of your time at the University of Manchester Students' Union and Academy Venues.

Across the year, you will have access to in-person learning sessions as well as a curated pathway of eLearning content based around the skills required in the role. Every 3-4 months, you'll have a reflection session with the Learning and Development team to discuss the skills that you have developed and the skills you want to develop, completing a reflection workbook along the way.

You'll also spend time 1-1 with each of the Bar Managers to get experience in each of their specialties including health & safety, licensing, staff management, cellar and stock management and events management. Examples of what you'll learn:

<b>Budget Management</b>	<b>Rota Management</b>	<b>Stock Management</b>	<b>Events Management</b>
Generating monthly reports on income and spend	People Management	Line cleaning	Bookings and Diary Management
Pricing strategy	Rota planning	Stock levels and ordering	Duty managing an event
Tracking daily income	Recruitment	Good practise	Marketing
Understanding yearly forecast		Health and Safety	Budgets

Towards the end of your contract, we'll provide tailored support to help you make your next career move.

### **Our Recruitment Process**

The way that we recruit is designed to be fair, transparent, and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

You can find more information about our recruitment process on [our website](#).