



ADUR & WORTHING
COUNCILS

Job Description

Authority:	WBC
Directorate:	Economy
Section:	Theatres
Post Title:	Team Leader (Bars/Catering) Temporary one year contract
Post Number:	TBC
Accountable to:	Bar Manager, FOH Manager, in their absence, Senior Duty Manager
Management responsibility for:	None
Authority to liaise with:	Internally: All teams within the theatres group, all WBC and Adur personnel Externally: Patrons and the public, event promoters, venue hirers and users of venues and suppliers
Meetings attended on a regular basis:	Weekly departmental management meetings Quarterly departmental team meetings Bi-annual Worthing Theatres general team meetings.
Work Style	Flexible

Principal purpose of job (role summary)

To operate shifts as Team Leader for the bar/catering operation in any Worthing Theatres & Culture venues

Main duties, tasks and responsibilities of post holder

- 1 To supervise shifts obtaining all relevant event information and ensure smooth operation
2. To provide excellent front line service for customers of Worthing Theatres.
3. To assist the Bars & Catering Manager and Deputy Bars & Catering Manager to manage a strong customer focused bar/catering operation and drive service standards.
4. To ensure the daily procedures for opening up and closing down of the bar/catering

operation for all venues is carried out in line with set processes

5. To carry out daily reconciliations and financial processes for the banking of catering receipts from all venues. Prepare paperwork including till reconciliations and credit card reports for the Councils finance department and internal audit
6. To ensure accurate and secure float reconciliations at the beginning and end of each day for all venues including carrying out safe checks.
7. To ensure adequate staff cover for shifts in line with budgets.
8. To assist the Bars & Catering Manager and the Deputy Bars & Catering Manager with the management of the Customer Experience Team including: training, rotas timesheets, holidays, absence and sickness reporting.
9. To deal with any customer comments and complaints during shift and inform the Bars & Catering Manager and or the Deputy Bars & Catering Manager.
10. To assist the Bars & Catering Manager to achieve the bar/catering initiatives set out in the Worthing Theatres Business Plan to increase income and develop business.
11. To take responsibility for cellar management and maintain all records
12. To assist with catering stock control ensuring compliance with food and drinks industry regulations including Weights and Measures Act, Licensing Law, Health and Safety and Food Safety legislation.
13. To ensure personal license is valid, current legislation observed and all team members are complying
14. To ensure all cleaning is carried out by Customer Experience and Casual Team members as per procedures and cleaning schedules
15. To take responsibility to ensure cleaning records are kept in line with council and EHO procedures
16. To ensure compliance during shifts with all Health and Safety standards for the Catering Division.
17. To ensure all catering equipment is working correctly and report faulty equipment adhering to Council and Health and Safety procedures.
18. Be a key-holder and have safe and alarm codes for all venues.
19. To ensure Council procedures and regulations are adhered to for the Catering Division

20. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
21. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
22. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
23. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder (Print name):	
Signature:	
Date:	
Line Manager (Print name):	
Signature:	
Date:	
Executive Head of Service (Print name):	
Signature:	
Date:	

