

Birchanger Sports & Social Club

Front of House Manager

This job description sets out the main management duties and responsibilities at Birchanger Sports & Social Club (“the Club”). It is not exhaustive and will be subject to periodic review to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.

Many of the tasks described below will be routinely devolved to other members of the Club’s staff. It is nonetheless the post-holder’s overall responsibility to ensure that the work is done.

The post-holder is accountable to the Club Committee as a body, and ultimately to the Club membership.

Principal Aim

To provide a high level of service and overall customer satisfaction to Club members and guests, whilst managing the Club efficiently and effectively, and to promote a friendly atmosphere within the Club, including amongst Club staff.

Main Duties and Responsibilities

Bar & Cellar Service

- To work behind the Club bar, serving members and their guests;
- To provide members and their guests with high quality and friendly service;
- To promote a friendly atmosphere within the Club;
- To keep the bar clean, tidy, well-presented and well-stocked at all times;
- To prepare the bar for service prior to the start of a session;
- To ensure that the tills balance and that all takings, including takings from the Club machines and all other sources of income), are handed safely to the Club Treasurer;
- To ensure that the public areas of the Club, including the beer garden, are kept tidy; during sessions by, for instance, collecting used glasses, clearing rubbish, and replacing moved items of furniture;
- To arrange outside bars from time to time as and when directed by the Committee;
- To ensure compliance with all relevant licencing legislation;
- To ensure compliance with the rules and bye-laws of the Club;
- To provide product and Club advice and guidance to members.
- To keep beer and Postmix lines, taps and counter-mountings, and other product service equipment, clean at all times and fully serviceable;
- To handle cask ales correctly to ensure that the beer is served in optimum condition;
- To change casks, kegs and gas cylinders as required, and to do in a safe manner;
- To deal with the disposal/return of empty containers and packaging;
- To strike the right balance when ordering stock, having regard to the need to avoid over stocking and the need to avoid running out of stock;
- To ensure good stock rotation, having regard to sell by dates and the aim of providing products to club members and their guests in optimum condition;
- To check that all deliveries from suppliers are in accordance with the order placed and with the delivery note, and that the products have a satisfactory shelf life;
- To minimise products wastage and all other stock losses;
- To maintain the highest possible cellar hygiene standards;
- To record any specific known instances of significant product losses and bring such instances to the attention of the stocktaker and the Committee;

- In conjunction with the Treasurer, Committee and stock taker as appropriate, to aim to continuously improve processes and procedures to reduce product wastage and improve product quality;
- Within the framework of an overall purchasing policy set by the Committee, to aim to optimise the terms on which the Club purchases products from suppliers, having regard to the promotional offers available from suppliers, whilst also having regard to the need to avoid quality problems which can arise from over-stocking.

Staff

- To ensure that the Club is adequately staffed during opening hours and that the Club's cleaning staff are providing an effective service at reasonable cost;
- To recruit new part-time staff, as required, provided this is within the budgetary framework set down by the Committee;
- To promote a friendly atmosphere and high morale amongst Club staff;
- To roster the Club's staff according to the needs of the Club and within the budgetary framework set down by the Committee;
- To ensure satisfactory staff performance and, in instances where this is not the case, even after the post-holders' best efforts, to agree a plan of action with the Committee;
- To assist in staff training and development, where this is within the post-holder's competence and to advise the Committee of any staff training needs which are beyond the post-holder's competence;
- To check that hours/sessions claimed by the casual /cleaning staff are accurate;
- To maintain effective staff discipline.

General

- To secure the premises at the end of each session – ensuring that the alarm is set overnight and at other times as deemed necessary;
- To follow the procedures laid down by the Committee in relation to the securing of cash overnight in respect of tills and gaming machines;
- To maintain the post-holder's private accommodation in a clean and tidy state and well maintained. The post-holder is expected to carry out minor routine maintenance tasks whereas any major maintenance tasks should be reported to the Committee;
- To carry out minor everyday maintenance tasks in the Club such as changing
- lightbulbs and other routine replacement jobs, and minor repairs;
- To report to the Committee any incident or condition that may create a risk or loss of amenities to our members; or to the atmosphere, smooth working, finances or reputation of the Club. This includes, but is not limited to, the following:
 - Any identified Health & Safety risks, including any identified fire hazard;
 - Changes or expected changes in staff, and any particular staff problems;
 - Breaches of Club rules, particularly with regard to rules controlling the supply of alcohol or the use of gaming machines;
 - Any problems with antisocial behaviour in the Club, such as foul and abusive behaviour
- To play an active role in promoting the day-to-day sports and social aspects of the Club, for example, by encouraging and supporting the Club's various sports teams and entertainment nights, and by helping to raise funds for these activities;
- To work in partnership with the Committee with the aim of constantly improving the quality of everything that the Club has to offer.