

DUTY MANAGER

Clwb Ifor Bach is one of Wales's leading Grassroots Music Venues and has been a home for new and emerging music for over 35 years.

If interested please send a CV and covering letter to guto@clwb.net by 5pm Tuesday 31st of March 2020.

JOB TITLE	Duty Manager
REPORTING TO	General Manager
SALARY	£20,000 - £22,000 per annum dependent on experience
HOURS	37.5 hours per week
HOLIDAY ENTITLEMENT	33 days, including 8 bank holidays.
PERIOD OF CONTRACT	Permanent
PROBATIONARY PERIOD	6 months
NOTICE PERIOD	<ul style="list-style-type: none">• 1 week notice for new staff during probationary period• 12 weeks after passing probationary period.

Main Duties

Duty Management

- Assist in duty managing various types of events
- To provide and maintain the highest possible standard of service
- Assist and supervise bar staff to meet the needs of service.
- To ensure all duties delegated to members of bars staff are completed to a high standard (Setting up of bars / restocking / cleaning down)
- Assist in keeping the bar, front-of-house and toilets clean during service
- Keep up to date with current promotions and new products where necessary
- Ensure all aspects of service comply with company policy in addition to external policies such as the Health and Safety Act and the Licensing Act of 2003
- Have a full knowledge of the Premises License
- Follow all financial procedures when cashing up tills, declaring takings, and replacing floats as and where needed ready for the next service
- Be the point of contact for all members of bar staff, security, sound technicians and promoters / bands whilst on shift

- Deal with any customer complaints or first aid needs

Cellar and Back of House

- Deal with deliveries every fortnight, and in between when necessary
- Ensure stock in the cellar is rotated on a fortnightly basis
- Report any wastage to the General Manager
- Clean and maintain beer lines when requested by the General Manager
- Undertake regular cleans of the cloakroom, and keep on top of any lost property

Cleaning and Maintenance

- Ensure benchmark standard for venue cleanliness.
- Have ultimate responsibility in keeping the cellar and back of house areas clean and tidy
- Report any damaged or faulty equipment to the Technical Team and General Manager

Other Responsibilities

- Assist with initial and ongoing training of bar staff, under the direction of the General Manager
- Contribute in staff meetings when required
- Provide input and ideas for the improvement of the bars or the service that we provide, as and where needed or required
- Maintain a high level of communication with the General Manager, along with other members of office staff

Additional Work

Assist as needed with any other work that the Employer deems necessary to be undertaken from time to time.

Experience, Skills & Competences

Essential:

- Previous experience of duty managing / assistant managing within the night time economy
- Excellent organisational and administrative skills
- Ability to lead a large team
- Ability to work flexible hours; mainly evenings / late nights and weekends

Desirable:

- Personal License
- Passion for live music and a basic knowledge of trends within the sector