JOB DESCRIPTION

JOB TITLE: Assistant Premises Manager
POST NO: 

DIRECTORATE: Arts and Venues
SALARY/GRADE: 6

RESPONSIBLE TO: Deputy Premises Manager (Bar and Catering)

RESPONSIBLE FOR: Customer Assistants

MAIN PURPOSE OF POST: Responsible for the day to day management of the premises, and the operations of the bars and catering.

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1) To be the delegated ‘responsible person’ for the management of the venues. Responsible for ensuring the day to day management of the premises is carried out to an excellent standard including:

   The opening and closing of the premises;
   Premises security, caretaking, cleaning, and waste management;
   Ensuring all damage and disrepair is brought to the attention of Facilities Maintenance for repair.
   Monitoring general maintenance to ensure all required inspections, tests and checks are carried out in the required timescales (e.g. Asbestos management, Legionella Control, PAT testing, Alarm testing, Food Safety etc.)
   Report any issues /incidents to Deputy Premises Manager.

2) To be responsible for the delivery of front of house, bars and catering at the Venues in accordance with the operational policies of the service and the requirements of delivering excellent customer care.

3) To assist the Deputy Premises Manager as required in the scheduling of all customer assistants, including the associated authorisation of timesheets and other pay documents. To manage and direct staff whilst on duty. To recruit and select staff when appropriate. To undertake staff development and performance management appraisals. To monitor and manage sickness absence for customer assistants. To be responsible for the training of all staff where appropriate, including induction, customer care, food hygiene and general operational standards. To co-ordinate on site training for all staff as required. To lead and motivate staff to achieve and exceed commercial targets.

4) To ensure that whilst on duty all secondary sales income from events at the venues are maximised, including bar, catering, and merchandise. To achieve the financial targets set for all secondary sales income for the venues. To be
responsible for the proper and accurate recording and collection of all bar catering monies due, whether cash sales or accounts including balancing the tills and investigating discrepancies, trend analysis and reporting to Deputy Premises Manager. Ordering change for bar floats and being responsible for the bar floats on a day to day basis.

5) To assist the Deputy Premises Manager as required in ensuring all expenditure on bar and catering is within the agreed annual budget.

6) To assist the Deputy Premises Manager with the proper operation and maintenance of bar cellars and associated equipment, and catering equipment. To ensure all bars, kitchens and equipment are cleaned and inspected daily, and that all glassware, crockery and cutlery and tableware is cleaned and checked daily. To liaise with the Deputy Premises Manager (Technical) on all items/facilities that require technical assistance/repair/maintenance.

7) To act as Personal License Holder for the bar. To ensure compliance by regular checks with the requirements of the Liquor License, Food Hygiene Act, Premises Licence and any other licensing requirements. To ensure compliance by all caterers working on site in respect of food hygiene and handling regulations; health and safety and customer quality standards.

8) To be fully conversant with the Council’s, and Service’s Health and Safety Policy

9) To act as “Duty Manager “/ “Building Controller “as required and to be responsible for ensuring the smooth and efficient operation of the venues.

10) To assist hirers and other facility users with regards to their requirements for bar and catering at the venues. To liaise whilst on duty with company managers, conference organisers and other users prior, during and after events.

11) To ensure that all marketing and publicity material is effectively displayed and distributed each day at the venue. To be aware of forthcoming events and promotions in order to be able to answer customer queries.

12) To assist in the setting up and dismantling of equipment where required. Responsible for ensuring the smooth and efficient promotion and operation of events, lettings and hires, including the operation of the bar.

13) Responsible for all Health and Safety issues required to ensure that the events and the building operate in a safe manner.

14) To ensure that rooms are turned around and set up for events on the following day.

15) To work in conjunction with the Deputy Premises Managers and the Programme and Hire Manager, and other managers within the Venues to achieve the objectives of the Arts and Venues Service.

16) To act as the deputy for the Deputy Premises Manager as required.

17) To perform all duties in accordance with the council’s competency framework for managers.
GENERAL:

1) To implement and actively contribute to the development of the Council’s Equalities Policies including behaviour at work and challenging discrimination.

2) To ensure that all duties are carried out in accordance with the Council’s policies and procedures.

3) Undertake such other duties and responsibilities that are equal/similar to the responsibility level and grade of the post as may be determined from time to time by the Premises Manager in consultation with the postholder.

SPECIAL FEATURES OF POST:

1) You may be required to carry out the duties at the Winding Wheel and Pomegranate Theatre or Hasland Village Hall or the Assembly Rooms or at any other Council site, and to be mobile between sites.

2) Due to the operational hours of the Winding Wheel and the Pomegranate Theatre, you will be required to regularly work outside of normal office hours. To work flexible hours to suit the delivery of the service (to include evenings, weekends, split-shift, Bank Holidays and sickness and holiday cover).

   Up to 20% of the annualized hours for the post will be worked during the December peak period.

3) To be a designated key holder for the Winding Wheel and the Pomegranate and Hasland Village Hall, and at any other Council site as required in an emergency and have overall responsibility for site security.
PERSON SPECIFICATION

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SKILLS / KNOWLEDGE / ABILITIES
Essential:

- People Management Skills
- Hospitality and Catering Commercial skills
- Customer service skills
- Good communication skills – verbal and written.
- Ability to work on own initiative, or as directed by the Deputy Premises Manager
- Ability to deal with confrontation/diffuse difficult situations
- Ability to handle aggression.
- Ability to operate as licensee for premises.
- Numeracy skills for the handling/receipting of cash and stock control
- Knowledge of bar/catering presentation & portion control.
- Knowledge of liquor licensing laws.
- Knowledge of health and safety, including Food Safety Level 2 of CBC competency framework.
- Excellent IT skills.

Desirable: Well-developed analytical and problem-solving skills.
- Ability to operate a computerised halls/letting system
- Experience in a similar position in an entertainment / hospitality company.

EXPERIENCE:
Essential: Experience in bar/catering operations, including the preparation, selling and cleaning of goods and facilities.
- Previous management experience of persons working in a team situation.
- Previous experience in dealing/helping with the general public/customers.
- Licensee experience.
- Previous management of personnel in a front-line service.
- Experience of stock rotation, price setting and associated costing skills & experience.
- Experience of purchasing and procurement

Desirable: Experience working in hospitality/entertainment sector
- Experience working for a regional theatre/cinema
- Previous experience of operating liquor licensed premises and undertaking associated bar cellar works.
- Experience working for a conference venue.
- Working with Artifax system.

Experience working in a profitable commercial enterprise

QUALIFICATIONS / TRAINING
Essential: Management Training (ILM Level 3 or equivalent)
Personal License Holder
First Aid Certificate
CIEH Level 1 Award in Health and Safety Award or equivalent
Food Hygiene Certificate
Customer Service Training

Desirable: Bar Cellar/Licensed Victuallers qualification.