

Bars Team Leader Job Description

Purpose of Post:

To provide direction to the wider bar staff team, ensuring excellent customer service is delivered at all times. Assist in the training and development of bar staff and take responsibility for the operations of the venue in the absence of the management team.

Key Responsibilities:

Responsibilities will include, but not limited to:

Key Responsibilities of Team Leaders

- Provide direction to bar staff during service, making sure the venue is operating to a high standard
- Ensure Bar Staff are delivering excellent customer service at all times
- Act as a point of contact for Bar Staff, aiding them in correcting common issues that arise, including issuing refunds and dealing with minor customer complaints
- Observe for any potential customer issues involving bar staff and be prepared to step in to deescalate if required
- Delegate normal opening and closing jobs to bar staff ensuring these procedures are completed efficiently and well
- Delegate regular weekly jobs to bar staff, in particular taking responsibility for the weekly cleaning tasks and any other additional jobs that management has assigned
- Understand fire procedure and be prepared to lead staff during an incident
- Ensure all staff are enforcing all legal requirements covered in the licensing act
- Be aware of potential health and safety hazards and act to rectify problems
- Understand COOSH and ensure staff are working in a manner that is compliant
- To be aware of and deal with biological hazards, including sick or other bodily fluids and ensure the cleaning is completed quickly to pose no risk to the general public
- To coordinate with various teams during events including but not limited to SU Security, Box Office, Venues staff and Duty Management.
- Assist in the training and development of staff, whether part of structured training days or during the day-to-day operations of the business
- Report both good and poor staff performance to management
- Understand health and safety procedures of the cellar, dealing with stock moves, changing kegs and post mix as well as end of night close
- Assist with end of shift cashing up as required. (Waterfront)
- Undertake such other tasks as requested by the Bars Management

Bars Team Leader Person Specification

These are the qualities and attributes that we would like applicants to have, however we can offer training.

The personal specification is split into essential and desirable attributes, and we will look to test these across both application and the interview process.

Essential:

- Good communication skills
- Supportive and empathetic
- Builds positive working relationships within the team
- Proactive and self-motivated
- Able to perform effectively under pressure
- Ability to lead a team
- Confidence to try new things
- Displays integrity and professionalism
- Able to make key decisions
- Willingness to work within a large and diverse team and to be sensitive to the varied backgrounds of our staff and customers

Desirable:

- Experience in leadership roles
- Experience in training other people

Changes to Job Description:

This job description may be subject to modification or amendment at any time after consultation with the post holder.

This job description is not intended to be an exhaustive list of the procedures and tasks carried out by the post holder. It does however set out the main expectations of the Union in relation to the post holder's duties and responsibilities.

It does not form part of the contract of employment.

Date: March 2026