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| Job Title: | **Bar assistant** |
| Reporting to: | **Duty Manager** |
| Based at: | East Grinstead Sports Club |

**Background**

Wave Leisure Trust Ltd (Wave) was formed in 2006 as a registered charitable company limited by guarantee.The Trust manages eight facilities on behalf of Lewes District Council, East Sussex County Council, and in partnership with Seaford Head School, Ringmer Community College, Priory School and Newhaven Town Council. Recently Wave also acquired Sport Eastbourne sites and East Grinstead Sports Club.

Over the years Wave has had one fundamental and driving purpose of ***“inspiring active lifestyles”*** and as such is determined to deliver to the Vision of being “at the heart of an improvement in health and wellbeing within the community”.

The five key pillars underpinning Wave’s Vision are; Achieving Excellence, Business Sustainability, Engaging Staff and Partners, Customer Choice and Delivering to the Community.

**Summary of Main Duties and Activities**

**Customer Service**

The priority of our bar staff is to provide a friendly and efficient full service to all of its visitors at all times which means:

* Adherence to Wave Leisure standards.
* Maintaining the opening times and operational standards as agreed.
* To provide customers with prompt beverage service, inclusive of acholic beverages.
* Always be in full uniform and well presented.
* Engaging with all our customers and aim to exceed the customers’ needs and expectations.
* Promote site activities and offerings.

**Operation**

* Carry out all operational procedures of the bar to the agreed standards
* To assist with event functions at East Grinstead Sports Club, as and when required.
* To ensure that the display fridges are fully stocked and in a clean and hygienic condition.
* Report any faults immediately to the Duty Manager.
* To ensure that drink preparation is done in line with brand standards.
* To ensure all deliveries received are checked and only signed for if correct.
* To ensure all deliveries are delivered within standard guidelines and the produce is to expected standard. Report any supplier issues to Duty Manager immediately.

**Administration**

* Maintain daily standards of cleanliness of the Bar, Customer seating area, store rooms, equipment, and report areas for concern to the Duty Manager.
* Responsible, while on duty, for the security of the Bar and its contents.

**Financial**

* To follow financial procedures including the collection of cash.
* Report all deficiencies without delay to the Duty Manager
* Responsible for accurate handling of cash.

**Health and Safety**

* To exercise due care in respect of catering equipment, premises and users in accordance with the Health & Safety at Work Act and Wave Leisure’s Health & Safety Policy.
* To have or be able to obtain L2 Food Hygiene Certificate and COSHH certification.
* To follow the set guidelines from Food Standards Agency, “Safer food, better business guide”.
* Personal Hygiene and presentation must be always maintained. This includes hair tied up & clean uniform.

**Maintenance**

* Notify the Duty Manager of any faults or damaged equipment.
* Ensure the tearooms areas are clean, safe and hygienic at all times and that adequate security measures are taken.
* Carry out basic cleaning duties following a check list of what needs to be cleaned, when it needs to be done and with what cleaning materials.

**Other Duties**

* To carry out other duties as required.
* To adhere to Wave Leisure Trust’s policies and procedures.

I agree to accept this Job Description.

Signed:

Name:

Date:

**PERSON SPECIFICATION – Bar Assistant**

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|  | **Essential** | **Desirable** |
| **Disposition** | Customer focused.  Driven and Enthusiastic.  Passion for providing exceptional service.  Can do attitude.  Pro-active.  Team Player.  Interpersonal skills. |  |
| **Experience** |  | Experience of working in a bar environment.  Till systems/Cash handling  and security. |
| **Other** | Excellent personal presentation and standards which reflect our value of Achieving Excellence.  To be flexible to the changing  demands of the business.  To be able to follow Wave Leisure Trust Policies and Procedures. |  |