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| **Job Title:** | **Bar Assistant** |
| **Reporting To:** | Duty Manager |

**Background**

Wave Leisure Trust Limited (Wave) is a Charity and Social Enterprise with a purpose of “Inspiring Active Lifestyles” and a Vision, “To be at the heart of the improvement of health and wellbeing within the Community”.

Formed in 2006, Wave is recognised as an award-winning Trust, managing fifteen leisure facilities and Newhaven Fort along with providing a vast range of activity programmes and outreach initiatives.

Supporting well over one million active customer visits on an annual basis, Wave ensures all surplus revenues generated from activities are reinvested back into the community in the form of facility developments and refurbishments, new programmes of activity or outreach initiatives.

As we emerge from the intense phase of the pandemic our ‘Build Back Better’ Strategy focuses on three key activity areas:

1. **Rebuild**

* The structure of the business focusing on core activities.

1. **Invest**

* To ensure recovery, greater resilience and future sustainability.

1. **Community Health**

* In isolation or in partnership with public health partners to deliver positive health interventions.

**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:

**PERSON SPECIFICATION – BAR ASSISTANT**

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|  | **Essential** | **Desirable** |
| **Disposition** | * Customer focused * Driven & 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. |  |