



JOB DESCRIPTION – CLUB STEWARD/BAR MANAGER

Reports to: Club Chairman

1. Job Objective

- 1.1. To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere to all of our customers – players (seniors, juniors) supporters, parents, all club users. To manage the bar and club facilities. To supervise, train and motivate other paid staff and volunteers with the key aim of retaining and attracting new customers.
- 1.2. Profit generated from the bar and café is fed directly back into the club – it pays for running costs, is used to improve the facilities and keeps membership fees low. The Club Steward role is therefore extremely important, this person will be an integral person to the club's operations.

2. Essential requirements

2.1. You must:

- have proof of right to work in the UK
- have a UK bank account in your own name
- be able to converse in English

3. Person Specification

3.1. Customer focus

- Be friendly, smiley, sociable and welcoming to our customers, to create a great atmosphere
- Remain calm, patient and polite, if receiving customer feedback
- Be helpful and go out of your way to help our customers
- Be dressed in club polo or shirt and club tie

3.2. Drive

- Be confident and self-motivated
- Demonstrate a passionate commitment to the club
- Be able to work unsupervised in a busy environment and prioritise duties

3.3. Personal Integrity



- Be honest and reliable
- Be trustworthy and respectful
- Maintain excellent time-keeping and attendance

3.4. Team work

- Build and maintain good relationships with all stakeholders
- Work together with the committee to ensure that the club is the best it can be
- Be able to communicate well with people of all levels

3.5. Gaining commitment

- Deal with any employee complaints and/or grievances promptly, in line with club guidelines
- Establish communication strategy with part time staff and manage staffing levels, in line with planned functions and rugby games
- Identify recruitment needs and take an active role in search and selection activities and the appointment of staff, in line with the club recruitment process, ensuring that all paperwork (including 'proof of right to work' documentation) is certified, copied and completed, in line with Home office and club guidelines
- Always adhere to all club policies and procedures and licensing laws
- Carry out any duties as instructed by the club management committee

3.6. Managing Performance

- Manage both good and poor performance
- Be accountable for meeting and exceeding objectives
- Be able to identify when objectives are not going to be delivered and take action to ensure that targets are met

4. Main responsibilities

- Club Steward would be responsible for all aspects of the bar, café and kitchen including stock, manning and cleaning
- Deliver excellent customer service to users of the club facilities (including non-rugby such as the Archers) and maintain a high standard of customer management, at all times



- Maximise all sales opportunities in the business, including quality of drink service and availability, have an understanding of all promotions and work with the team and club management to maximise sales at every opportunity
- Work in all areas of the club, bar, floor, cellar, kitchen and cafe, to ensure that best practice is maintained by the team and that any areas requiring improvement may be identified
- Take full responsibility for the set-up and effective operation of the club, within club policy, at all times.
- Ensure that opening and closing procedures are adhered to, in line with club policy, taking account of security and the health & safety of people and property
- Control all bar and cafe administration procedures and ensure that the team complies with club standards
- Be accountable for all cash management. Liaise with the Club Treasurer to conduct thorough investigations for all cash-loss issues in.
- Review P&L account monthly with the Club Treasurer, agreeing on clear targets for improvements for any targets not achieved
- Plan all rotas in line with budgeted targets and forecasts, taking the necessary daily action to reduce/increase hours, in line with sales
- Uses Teamup to manage the clubhouse bookings
- Manage all re-stock and delivery processes, including purchasing from the cash and carry, checking in orders, storage, stock rotation, timely stock counts, line checks, wastage reports, loss investigation and staff training
- Follow all company security procedures, including loss prevention measures and procedures for the security of staff and premises, at all times
- Carry out risk assessments to ensure staff and customers' safety; ensure the adherence to children-specific guidelines
- Monitor and manage all maintenance issues and manage third-party contractors, including cleaners, where applicable
- Be aware of and adhere to licensing, data protection, Health & Safety at Work and COSHH legislation, at all times
- Manage the day-to-day performance and training of staff, in line with club personnel policies and procedures
- Manage the day-to-day attendance of staff, in line with company sickness and absence management policies and procedures



5. Salary and Minimum Working Hours

Annual Gross Salary is paid monthly in arrears at £13,520 per annum including 20 days holiday.

Contractual hours are a maximum of 28 per week which includes both operational hours, bar cleaning, stock taking and general admin. On average the expectation would be 20 hours a week for the year.

There is flexibility within the working hours for the role. The following core hours are applicable where the bar and/or café must be opened.

5.1. Core, rugby season hours (Sept – April inclusive)

- Tuesday 7pm - 10pm Bar open for training (bar steward attendance not compulsory – bar may be opened by players)
- Thursday 7pm - 10pm Bar open for training (bar steward attendance not compulsory – bar may be opened by players)
- Saturday 12pm - 7pm Bar open for matches (bar steward attendance **compulsory**)
- Sunday 9:00am - 4.00pm Bar open for training and matches as required (bar steward attendance **compulsory**)

An additional requirement for the bar and café to be operational for events including;

Saturday 7pm - 11.30pm Bar open for private and club events

Weekdays 7pm - 11.30pm Ad-hoc Medics Drinking Circle

6. Objectives for 2023-2024 Season (ends April 2024)

6.1.1. Create club hire handbook and price structure

6.1.2. Book and hold x4 private (non-club) functions at the club and £400 net profit

6.1.3. Increase bar turnover from £25k to £40k within the same period