

Job description

Post title: Assistant Bars and Duty Manager (ABDM) (Islington Assembly Hall)

Service area: Community Wealth Building

Grade: Sc6

Reports to: Bars and Duty Manager (BDM)

Your team: Islington Assembly Hall

Number of supervisees: On occasion, sessional workers and contracted staff. There is potential for this post holder to manage / supervise apprentices.

Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

- Supporting people with long-term health conditions and/or disabilities
- Recognising the value of flexible working to support staff where possible

Key responsibilities

1. The primary responsibility is to assist with all aspects of events held within Islington Assembly Hall, and its break-out areas, with a particular focus on delivering a well-managed bar service for customers, which itself plays a significant role in generating income for the business. The ABDM will be required to ensure the smooth operational running of the bars at events – such as live music concerts and weddings, taking responsibility for their safe, effective and timely management. The post holder will be required to work late nights, weekends and early mornings.
2. The ABDM will be expected to assist venue staff with event preparation, and to know the till and all bar-related systems in depth, serving customers, carrying out cash lifts and float control during events and cash counting together with completion of the venue bar report and all post event documents.
3. To manage the bars and cloakroom activity at the majority of events at Islington Assembly Hall, including live music concerts, wedding receptions, private and corporate functions.
4. To take responsibility for the safe, effective and timely management of large complex events such as live music concerts, wedding receptions and council events when acting as assistant or duty manager. This includes: carrying out the relevant briefings, checklists and reports; being the first point of contact for all staff on site during the event; responding to and dealing promptly with incidents; working with the hirer and/or other stakeholders to ensure events run on time; ensuring relevant licensing laws are adhered to; being responsible for evacuation procedures in the event of an emergency; liaising with suppliers and other staff to ensure high standards of work and professionalism at all times; and when acting as duty manager, ensuring the shutting down of the venue and equipment within it is carried out effectively.
5. To arrange/book staff the appropriate number of staff for all events at the venue.
6. In the absence of the Bars and Duty Manager (BDM), to be responsible for safe management and change orders.
7. In the absence of BDM, to be responsible for placing stock orders.
8. To be responsible for maintaining appropriate stock levels at the venue at all times, alerting the BDM when items are running low.
9. Alongside the BDM, to be responsible for managing deliveries, ensuring that storerooms and products are organised and tidy and are easy to count/find.

10. To be responsible for driving sales initiatives and presenting ideas to increase bar sales and profit margins to BDM and Venue Business Managers.
11. To handle customer complaints and deal with confrontation at the bars, being responsible for resolving customer issues fairly in accordance with venue and licensing policy.
12. To assist venue staff with the running of events including set up/breaking down of the venue furniture/equipment, including cleaning of the venue as appropriate.
13. To open tills before events making sure the correct floats are entered in to each till, and recorded. Closing down the tills at the end of the event, counting takings and assisting venue staff with associated paperwork/reporting.
14. To carry out line checks before and after each event; weekly stock counting, and arrange meetings with the BDM to discuss issues and discrepancies. To assist the BDM create monthly bar reports.
15. To respond to customer feedback and complaints professionally and proficiently, ensuring that concerns are addressed and resolved wherever possible, passing this feedback to the Bars & Duty Manager, Deputy and Venue Business Managers.
16. To assist the Designated Premises Supervisor by acting responsibly in carrying out duties to promote the licencing objectives.
17. To support others in the team, where necessary, including (but not limited to) assisting with the management of contracts and service level agreements, and carrying out tasks to help generate more business, taking deliveries and helping with the coordination of events before the event day.
18. To undertake other duties commensurate to the grade of the post.

Additional

1. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
2. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
3. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
4. The post holder is expected to be committed to the Council's Be Islington CARE values, working in a way that is collaborative, ambitious, resourceful and empowering.

5. Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
6. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
7. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Frontline Role

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Experience

Essential criteria	Criteria description	Assessed by
1	Experience in a similar role.	Application/Interview
2	Experience of all aspects of event management.	Application/Interview
3	Experience of providing exceptional customer care.	Application/Interview
4	Personal Licence holder	Application/Interview
5	Understanding and experience of stock taking and data entry, together with experience of system configuration with EPOS till systems.	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
5	Excellent inter-personal skills with the ability to form productive, professional working relationships with a diverse range of individuals and groups.	Application/Interview/Test
6	Ability to make sound and timely decisions and find solutions to problems, using initiative and good judgement at all times.	Application/Interview/Test
7	Ability to work to the highest standards, juggling competing priorities and demonstrating resilience to pressure and retaining due professionalism at all times.	Application/Interview
8	Excellent organisational skills, numeracy skills and a high level of attention to detail.	Application/Interview
9	Ability to supervise temporary and casual workers and those supplied by an external contractor.	Application/Interview
10	An understanding of the statutory requirements associated with venues and event management, including relevant licensing laws, health and safety regulations etc.	Application/Interview
12	Ability to lift and carry heavy items	Application/Interview

Essential criteria	Criteria description	Assessed by
13	Understanding and experience and a good knowledge of products and processes suitable to a venue.	Application/Interview

Special requirements of the post

Essential criteria	Criteria description	Assessed by
13	This role will require you to obtain a Standard satisfactory clearance from the Disclosure and Barring Service.	Application/Interview
14	Available to work weekends, early mornings, late nights up to 3am (to be recompensed by taking time off in lieu).	Application/Interview
15	Ability to supervise sessional staff and contractors.	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

