

EMPLOYEE SPECIFICATION

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| Job title | Venue Supervisor |
| Department | Commercial |
| Responsible to | Duty Manager (Food and Beverages Department) |

| Criteria | Essential | Desirable |
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| Experience | Working in a Bar or hospitality environment | Working in a nightclub environment |
| | Supervising a team | Working in a Students Union |
| | Of till reconciliations | DPS experience |
| | Dealing with customer complaints/requests | Familiarity with sustainable office practices. |
| | Working anti-social hours | |
| Skills | Strong computer skills using Microsoft Office | Negotiation Skills |
| | Excellent interpersonal skills with the ability to communicate with a wide-range of people effectively | |
| | Creative approach to problem-solving | |
| | Strong leadership skills | |
| | Excellent customer service skills and the ability to focus on customer experience | |
| | Strong team player | |
| | Reliable and flexible with the ability to adapt quickly to change | |
| | Self-motivated and high levels of initiative | |

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| | Self-confident and able to make decisions | |
| Knowledge | Experience relevant to the role or equivalent | Qualifications related to Bar Management, Event Production, hospitality, H&S or first aid |
| | Of Health & Safety issues associated with running bars including risk assessments | Food hygiene qualification |
| | Of food hygiene | SIA qualified |
| | Of licencing legislation | Of Best Bar None and Green Impact schemes |
| | | A Personal License |
| | | Understands what can be recycled on campus, and how to recycle it properly. |