



Bar Manager

Job description

Reports to: General Manager

What is my role?

Lead the heart and soul of the bar, balancing leadership, operational expertise and vibe. You will lead, train, and motivate the bar staff to ensure exceptional service and efficiency, fostering a team-oriented environment where each member feels valued to excel within Ballie.

They also manage inventory, control costs, and build relationships with suppliers to source quality ingredients. A great cocktail bar manager has a keen eye for detail, ensuring the bar's ambiance, cleanliness, and atmosphere consistently enhance the guest experience. Your role extends to engaging with patrons and creating memorable experiences that keep guests from leaving, and then return with friends on later occasions.

What are my responsibilities?

- **Leadership and Team Building:** Fostering a positive work environment, encouraging teamwork, addressing staff concerns, and motivating the team to deliver a top-notch customer experience.
- **Staff Management:** Hiring, training, scheduling, and supervising bartenders and other bar staff. This includes providing ongoing training to improve skills, ensure consistency, and maintain high service standards.
- **Inventory Control:** Managing inventory levels of liquor, mixers, glassware, and other bar supplies. This involves ordering, stocking, conducting regular inventory checks, and minimising wastage.
- **Vibey Customer Service:** Ensuring excellent customer service by creating a super welcoming environment consistently and if successful there should be a buzz around the bar. If a patron isn't drinking at Ballie, they should have FOMO.
- **Financial Management:** Overseeing the bar's wage cost, ordering, stock control to , to ensure maximum profitability. This includes tracking sales, managing expenses, and pro-actively implementing cost-saving strategies where possible.
- **Compliance and Safety:** Ensuring that the bar operates within the four key licensing objectives and all staff adhere to our health and safety standards.

- **Maintenance:** Overseeing the maintenance of the bar's equipment, cleanliness, and overall ambiance, ensuring that everything is in good working order and meets health standards. Any items needing external contractors will be done so via the GM.

What are my shift responsibilities?

- • Performance of the bartenders and bar backs
- • Vibe across the bar
- • Consistency and speed of drink service
- • Opening and/or closing the venue.

Who will I be working with?

You will be working closest with the London GM (Karl) as you will report directly into him. You will have a dotted line report into Operations Director (George) for strategic decisions on bar direction.

What a working week could look like?

- Tuesday - Saturday rota generally.
- 1 admin day (Wed or Thurs), 4 operational days which must include Friday & Saturday, others can be 50/50 subject to business/rota levels. Example rota below:
- Tuesday: 3pm - 12am HOD Meeting
- Wednesday: Admin - 8 hours whenever you like
- Thursday: 2pm - 10pm
- Friday: 4pm - 2am (Management Meeting)
- Saturday: 4pm - 2am

Perks:

- See staff handbook but on top of formal perks, you will be part of the inner senior team, with lunch and dinners out on a regular basis.
- 33 days annual leave including Christmas and your birthday
- Daily staff food & drinks for free
- Regular staff sorties (staff socialising trips).
- Free full gym membership at Nuffield Health coupled with weekly Ballie 5 a side football.

- *Watch an otherwise successful business come through difficult times, with you as part of the core team - people learn more in this environment than when everything is booming*

What this role is not:

- **A Desk Job** - apart from exact responsibilities (e.g. bar rota), the role is FOH. Even written bar complaints will be dealt with by the GM.
- **Menu Development:** The Operations Director is responsible for this, although if kept your input would be hugely valued. This involves staying current with industry trends, seasonal ingredients, and customer preferences to develop innovative drink offerings.
- **Account Relations:** The Operations Director is responsible for this (Building and maintaining relationships with suppliers to negotiate the best prices and secure high-quality ingredients, beverages, and equipment.).

Qualifications & Skills

- Working knowledge of UK employment law
- Good knowledge of and experience in quality bars as well as premium casual dining
- Strong skill in driving for results
- Strong in people management and development
- Good knowledge of beer, wine and excellent knowledge of cocktails and spirits
- Strong skill in driving for results
- Strong in people management and development
- Great understanding and knowledge of stock control
- Outstanding communication skills
- A confident, approachable and outgoing personality
- Strong leadership skills and the ability to cope under pressure
- Excellent attention to detail and a strong presence amongst staff and customers
- The drive to meet and exceed customer expectations and ensure repeat customers