

Sheffield Media and Exhibition Centre Limited Showroom Work Station

Job Profile

Job Title:	Bar and Events Supervisor
Salary:	£23,874.12 per annum (pay award pending from 1 st April 2026)
Responsible to:	Food and Beverage Manager
Responsible for:	Customer Service Assistants
Hours of work:	37 hours per week, normally worked over five days a week on a rota basis and including weekend and evening work in accordance with the needs of the business.

Job purpose

The post holder will support the Food and Beverage Manager in overseeing the food and beverage function of the Operations Department, which will include ensuring agreed standards are maintained and any shortfalls are rectified. The Supervisor will be expected to work as Shift Manager across the whole venue on a regular basis as required. This will include opening or closing the building, maintaining Standard Operating Procedures (SOPs), staff management and supervision when on shift, keyholding, cashing up and adhering to the timed scheduling of the building, and above all striving to excel in customer service for all our clients.

Specific duties of the post:

Customer Service Delivery

1. To ensure that all public areas are operated in line with agreed SOPs at all times and that any shortfalls are rectified and reported.
2. To ensure opening and closing procedures are adhered to as per the schedule of operation before opening to the public.
3. To uphold health and safety standards and any other licensing or statutory requirements.
4. To ensure the swift and appropriate reporting of faults and Health and Safety (H&S) issues following company procedures.

Staff Management

5. To direct and oversee the work of the Customer Service Assistants (CSAs) in support of the Departmental management team.
6. To monitor and control CSA breaks to ensure the continuity and quality of service is not affected.
7. To help staff understand the policies and due process procedures of the Company.

8. Support the Food and Beverage Manager with inductions and on-going training to ensure CSA staff have the skills required to carry out their role in line with agreed standards and to ensure we offer the best customer experience at all times.
9. To ensure that relevant information on products, events and offers is communicated to staff in an efficient and timely manner.

Cash handling

10. To follow procedures to ensure the safe-keeping of keys and their appropriate usage whilst on shift.
11. To follow procedures for signing in and out floats from the safe and maintaining the safe book records accordingly as required.
12. To do periodic till checks in accordance with operating requirements.

Shift Supervisor specific responsibilities

13. To oversee the whole building as a Shift Supervisor as needed in line with business needs. This will include the café/bar and cinema operations. Supervision of activity in the Work Station may also fall within this requirement.
14. To supervise the food and beverage operation on a day-to-day basis including staffing, service, point of sale (POS) publicity, cleanliness and any other issues that may arise.
15. To ensure security of the building and internal areas, including key holding, till issuing/cashing up and opening/locking-up procedures as required.
16. To be responsible for H&S procedures and fire evacuation as required and to ensure you have full and current knowledge of fire procedures, fire panels and any related safety equipment.
17. To ensure standards of cleanliness and hygiene are upheld throughout the building in accordance with Company policy and legislation.
18. To liaise with other staff including box office, projection, bar and kitchen to ensure that activities are managed smoothly and efficiently.
19. To ensure any conference or events run to schedule and the requirements of the client are met.

General

20. To be flexible and to undertake any other reasonable duties as requested by the company.
21. To take an active part in co-operating with and supporting other staff and departments in the achievement of the company's aims.
22. To adhere to all Company policies, and ensure staff members also do so, as detailed in the staff handbook.
23. To play a key part in the Company's continued commitment to equality and diversity in achieving a diverse and representative workforce and customer base.
24. To be aware of, and comply with, rules and legislation pertaining to Health & Safety at Work.
25. To be an advocate of the company at all times.

26. To attend company events and be aware of the breadth of the company's work.
27. To contribute ideas and suggestions for the increased success and effectiveness of the Showroom/Work Station.
28. To maintain confidentiality at all times particularly with respect to information that may be covered by the General Data Protection Regulation (GDPR).
29. The postholder will be expected to work flexible working patterns to meet the objectives of a full-time venue.

Person specification:

Essential

- A high level of interest in bar trends, product knowledge and innovation
- Ability to effectively communicate with staff members
- Experience of working in a public venue and of dealing with members of the public
- A recognised qualification in, or proven experience of working within, customer service standards
- Flexible, enthusiastic and able to work as part of a committed team
- Proven experience of using the Microsoft suite, especially Excel and Outlook
- Competent numeracy skills
- Holding of, or willingness to undertake training towards obtaining a personal licence

Desirable

- Experience in creating cocktails, wine lists and drinks promotions
- Knowledge of food hygiene practice
- A current First Aid certification
- Computerised box office systems or stock control computer packages