highlife highland na gàidhealtachd | MAKING LIFE BETTER

i-care integrity community accountability respect example

JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE: Bar Supervisor

SALARY: £16.30 per hour

HOMEWORKING: This post is not suitable for homeworking

RESPONSIBLE TO: Senior Community Venues & Engagement Manager

JOB PURPOSE: Ensuring the safe and disciplined operation of the bar and the delivery of a high-quality customer experience. To undertake a supervisory role and support the venue management.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Supervise bar staff, ensuring high morale, productivity, and performance.
- Support recruitment, induction, training, and performance management of bar staff.
- Monitor staff compliance with safe working practices and company policies.
- Be adept in cash handling, processing debit/credit card sales, and cashing up/till reconciliation.
- Ensure customer care standards are upheld at all times.
- Consult with customers and staff to improve service delivery and report feedback to the Community Venues & Engagement Manager.
- Ensure the bar environment is welcoming, clean, and meets the needs of diverse user groups.
- Oversee during operations the presentation and performance standards of the bar, and take change when management is not on site.
- Maintain cleanliness of bar areas and equipment; carry out cleaning duties when required.
- Assist with the management of stock levels, ordering, and safe storage of bar supplies and chemicals.
- Conduct regular health and safety checks and report risks or defects immediately (assist with Responsible Premises Officer duties).

- Ensure all staff are familiar with and adhere to safety procedures (e.g., NOP, EAP, COSHH).
- Be a key holder responsible for opening/closing procedures, and operating alarm systems.
- Deliver basic first aid where appropriate.
- Undertake any necessary training for the role, either on person or online.
- Support promotional activities and special events.
- Assist with cross-functional projects across High Life Highland services.
- Uphold environmental sustainability values in all tasks.
- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the team.
- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

Other Duties:
You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

Date: Nov 2025

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.

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JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE: Relief Bar Supervisor

ESSENTIAL ATTRIBUTES:

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

1. EXPERIENCE

- Supervisory experience in the Hospitality Industry or comparable (with an emphasis on bar work).
- Evidence of holding a position of responsibility in the customer service industry.

2. EDUCATION AND QUALIFICATIONS

- First aid at work certificate (or be willing to undertake)
- Scottish Award for Licenced Premises Staff
- Willing to undertake training as a Personal Licence Holder
- Good level of general education

3. SKILLS / ATTRIBUTES GENERAL

- Good communication skills both written and oral
- Self-motivated individual who will work under own initiative
- Numeric skills and IT competence
- Has high standards of performance

4. SKILLS / ABILITIES SPECIFIC TO THE POST

- Flexible approach to duties and shifts
- Strong understanding of Health & Safety in the workplace
- Strong organisational and leadership skills
- Ability to multitask and problem solve with excellent time management skills

5. INTERPERSONAL AND SOCIAL SKILLS

- Diplomatic skills with ability to maintain confidentiality
- Ability to relate well to staff and customers
- Enthusiastic and dynamic personality with ability to motivate and inspire others