

DUTY SUPERVISOR

We are looking for an energetic and enthusiastic addition to our small management team contiguously operating a successful and award-winning pub in Manchester's gay village for the last 14 years.

Applicants would preferably hold a personal license for the supply of alcohol, but the role is conditional on obtaining one within the first 3 months. It is also necessary to have had some bar experience.

The role is a great opportunity to work within a small team, learn successful practices and be able to fully contribute your own ideas to develop personally and professionally without the bureaucracy and limitations that large organisations can impose.

We've fostered a warm and accepting culture throughout our team and encourage all employees to act with honesty and integrity.

We have a proud record of encouraging passion, dedication and talent to develop our business and giving real responsibility and opportunity to create satisfaction and pride in your work.

- 35 Hours per Week (38 Equivalent with holiday cover) including weekends & late nights
- £13.50 per hour (All overtime paid) £26k - £28k annualised
- Minimum 28 days annual leave (leave accrued in line with hours worked)
- Regular 3-day breaks (Minimum 26 weeks per annum)



To apply, send your CV to jobs@themollyhouse.com

DUTY SUPERVISOR

Role Specification

Supervision and Teamwork – Managing team members, supporting and mentoring as necessary. Ensuring prompt shift ends and encouraging early finishing where feasible. Ensuring equal distribution of tasks and workload and be sensitive and pragmatic to employee concerns.

Customer Engagement and Management – Actively engaging with customers, talking through product range and other information. Dealing with intoxicated or problematic individuals or complaints.

Service Standards – Observes and encourages standards of service. Corrects issues and apathy. Leads by example and provides product knowledge and recommendations if needed. Encourage pre-emptive identification and resolution of issues, shortfalls or hazards.

Company Policies / Procedures – Ensure that company policies and procedures are adhered to, all legal and licensing requirements are implemented. Communicate any policy changes to teams to ensure that the implications are understood. Where any changes or improvements are identified, work with management to improve and disseminate to team.

Training and Development – Assist management in training / development projects. Where any changes or improvements are identified, work with management to improve and disseminate to teams

Premises Security & Safety – Ensure that the company's property and contents are protected, and that there are no risks to staff or customers from unsafe conditions.

Systems Operation – Managing and maintaining the business' stock systems, reservation platform, EPOS and EOD. Spotting and investigating errors or effectively communicating problems.

Cellar Management – Work as part of a small team diligently maintaining our reputation as a good beer pub (Good Beer Guide, CAMRA). Maintain high quality and diversity of beer stock and proactively managing a small cellar. Engaging with brewers and suppliers to develop knowledge, relations and support local independent businesses.

Project Work & Business Development – Identifying and undertaking projects or analysis of categories of our product range to enhance quality, profitability or sales volume whilst maintaining our passion for unusual and rare products. Training employees and sharing knowledge gained on how to engage with customers on a range of products.