

**Job Profile**  
**Area Leader (Bottle & Glass Pub)**

**Job Purpose** To supervise and champion optimum standards of customer service adding value to the visitor experience of the Museum and its purpose to capture and admire the achievements and culture of the Black Country and its history. To interpret and bring to life the social and community elements of the Black Country's history through the bar service within the village pub as a working exhibit.

**Key Responsibilities and Accountabilities**

Responsibilities

- To serve a variety of drinks to museum visitors within legal and unit guidelines.
- To prepare traditional cobs for sale on the bar, incl. associated preparation and cleaning duties.
- To supervise best unit service for Museum events.
- To maintain the highest standards of hygiene, food preparation and health & safety.
- Carry out all cellar tasks and cleaning for real ales and other traditional beverages.
- Maintain and continually enhance personal knowledge of the Museum, the Black Country, its past history, cultures, life-styles, industry and importance, in the context of increasing public understanding, appreciation and enjoyment.
- Champion security and legal considerations applicable to work in a public house.
- Safe receiving and checking of goods inward,
- Day to day supervision of the unit.
- To ensure the adherence to highest standards of hygiene, food preparation/safe food management systems and health & safety.
- To report staff absences, sickness and holidays through weekly record keeping for referral to Unit Manager.
- To report staff issues/concerns to Unit Manager.

Accountabilities

- Daily opening and closing of the premises in the absence of unit manager, whilst ensuring the security of museum property and stock. Possible early morning deliveries.
- Correct production of, and payment for, drinks orders and daily cashing up and cash deposit.
- Safe daily management of unit keys.
- Adherence to cellar, kitchen and back of house hygiene and safe food handling systems.
- Be attentive to the security of the Museum in an open public environment.
- The legal sale of alcohols on licensed premises.
- Understanding of rota planning and management of system
- Stock control and monitoring – placing of orders
- Awareness of financial performance against budget

Dimensions.

- Serving a high volume of Museum visitors in peak periods with a maximum estimated sales value not greater than £2,500 per shift in peak periods.

**Person Specification**  
**(competencies, qualifications & experience)**

Essential

- Good experience in a wet lead public house environment.
- Exceptional customer service skills.
- Experience of and enthusiasm for delivering a quality iconic product.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- A working knowledge of traditional ales, ciders and other drinks.
- A sociable and charismatic personality and an ability to communicate well with the general public.
- Good level of mental arithmetic skills.
- Tactful manner and an ability to work under pressure.
- Excellent people management skills
- Problem Solving
- Lead Staff by example

Desirable

- Recognised industry training/qualification.
- Cellar management experience.
- Personal License holder.
- An interest in the work of the Museum.
- Basic food hygiene certificate.

- Maintaining an adjacent outdoor pub yard space during service periods.
- Providing bar service within the pub for private events.

Working Relationships.

- Leading a team generally consisting of between one and three other members.
- Daily or weekly discussion regarding pub operation with unit manager.
- Working alongside other village demonstrators to bring the village to life, for the sole benefit of visitors.
- Dealing with incoming goods delivery persons