Post Title | Seasonal Bar Tender
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Pay | £8.20- £8.72 per hour
Reports To | Duty Manager
Department/Division | Tourism & Enterprise/ Seafront Services
Work Style | Mobile | Flexible | Casual
Date Prepared | February 2020

### Qualifications & Training

**Essential:**
- Educated to GCSE standard including English and Maths at Grade C or above or equivalent.
- Must be willing to undertake training as and when required.
- Customer Service
- Equalities

**Desirable:**
- Health & Safety
- First Aid Certificate

### Skills, Abilities & Knowledge

**Essential:**
- Good communication & interpersonal skills
- Confident and able to work with the public
- Team Player & Able to work on own initiative
- Well organised, methodical in approach
- Decision making and problem solving
- Numeracy and cash handling
- Must speak clearly and communicate in a clear manner.
- Numeracy and cash handling.
- Good understanding of stock control.

**Desirable:**
- Good understanding of Health & Safety
- Ability to work under pressure.
- Health and Safety regulations
- Local byelaws relevant to work area/locations
- Relevant knowledge of area of operation Knowledge of Eastbourne, its event programme and attractions

### Job Purpose

1. To provide support to the team in the delivery of the Eastbourne Seafront service in the following areas:
2. Provide a warm welcome to customers and treat them with courtesy and respect at all times.
3. To ensure the safety of the public and to undertake various duties relating to the smooth operation of services.
4. Ensure facilities and leisure activity areas are secure and maintained to required standards of cleanliness and repair.

### Key Tasks

1. Provide a warm welcome to customers and treat them with courtesy and respect at all times.
2. Pour and serve alcoholic and non-alcoholic drinks as required
3. To perform correctly, cellar duties such as barrel and gas changes, stock rotation, keeping cellar and bar area clean and tidy.
4. Maintain an attractive bar service area by arranging bottles and glasses for display; ensuring cleanliness at all times.
5. Preparing refuse for disposal by separating general waste and recyclable items. To dispose of the waste.
6. Maintaining a safe and secure bar environment by following and enforcing standards and procedures; judging when customers have consumed too much alcohol; complying with all legal regulations.
7. Enhancing the Eastbourne Seafront reputation by the provision of excellent customer service standards and exploring opportunities to add value to job accomplishments.
8. Any other reasonable task as may be required from time to time.

### Working effectively with customers, stakeholders and partners

1. Work as part of an effective Eastbourne Seafront team that attains the highest possible standards of customer care.
2. Act as an ambassador for the Council dealing with customers, stakeholders and partners.
3. Proactively identify and implement improvements in performance and customer service.

### Information and knowledge

1. Actively maintain knowledge of relevant legislation and good practice, including health and safety, child protection and safeguarding in relation to children, young people and vulnerable adults.
2. Access and accurately update all relevant information systems.

### Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic corporate policies.
2. To promote a culture that is supportive and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect themselves, colleagues and other people affected.

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This Person Specification & Job Description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.