



Chapel Allerton Tennis, Squash and Gym Club

Bar and Events Manager

Job Title:	Bar and Events Manager
Responsible to:	Club Manager
Responsible for:	Bar Staff
Salary:	£20,000 pa + Performance related bonus
Hours:	40 hours per week on a rotational basis over 7 days including unsociable hours.
Benefits:	Statutory Pension, 28 days holiday per year, free staff membership.

Chapel Allerton Lawn Tennis, Squash and Gym Club (CALTSC) is a thriving private members club based in North Leeds. With top quality tennis, squash and fitness facilities as well as a vibrant bar and social area we pride ourselves on being one of the premier rackets clubs in the North of England.

We are looking for a motivated, passionate and hardworking individual to oversee the successful planning, organising and running of the bar and sports and social events across the club. You'll have experience of managing bars and people, and maximising income whilst creating a friendly and welcoming environment. You'll work alongside the sports and social committee to plan, promote and deliver successful club events such as Awards Dinners, Club Tournaments and Open Days. The role also includes some duty management duties and you'll act as cover for the club manager in their absence.

Bar and Events Manager

- Take responsibility for the day to day management and running of the bar.
- Effectively manage a team of bar staff.
- Responsible for ordering, stock control and supplier management within the bar.
- Play an active role with both internal and external marketing throughout the club.
- Be an active member of the social committee
- Together with the social committee and management team, develop initiatives and promotions to drive income and member satisfaction at the bar.
- Play an active role in the planning and promotion of social events and activities.
- Working with the coaches and committees, take the lead in the planning and successful delivery of all sporting events e.g. club tournaments, open days and rackets camps.
- Work closely with the Club Manager to ensure the clubs Development Plan is adhered to.
- Ensure the clubs catering provision is of a high quality and suits the clubs and member's needs.
- Manage the food suppliers

- Work with the food suppliers to ensure the menus are updated and reviewed regularly following member feedback

Duty Manager (General Duties)

- Work with the Club Manager to ensure the effective day to day running of the club.
- Be responsible for Club Management during times that the Club Manager is not on shift.
- Responsible for carrying out opening and closing procedures whilst on shift.
- Ensure that staff are fully briefed and carrying out duties as instructed.
- Ensure that members requests are progressed in a timely and professional manner with a strong focus on member satisfaction.
- Deliver a best in class member customer service experience at all times.
- Conduct walk arounds across the club during a shift and engage with members.
- Act as a designated first aider at the club.
- Cover other areas within the club as and when needed.
- Act as a point of contact for members whilst on shift.

Essential requirements:

- Able to work across 7 days of the week on a rotational basis.
- Willingness to work evenings and weekends.
- Proven experience of managing a busy bar environment.
- Experience of planning, organising, promoting and running events.
- Proven track record of dealing with customers with a focus on member satisfaction.
- Excellent people management skills.
- Bar / Food preparation experience / qualification.
- Have an active interest in sport with a knowledge of the clubs sporting history and ethos.
- Excellent spoken and written English.
- First aid qualifications (or be prepared to gain as part of the role.)
- Food hygiene qualifications (or be prepared to gain as part of the role.)

Desired Requirements

- Previous club management experience
- Previous bar management experience
- Previous food and beverage management experience
- Proven experience of planning, organising, promoting and running events
- Club Management qualifications

Competencies:

- Customer Service Driven
- Leadership skills
- Communication skills
- Business Acumen
- Time Management
- Inter-Personal Skills
- People Management
- Social Media skills
- Computing skills (particularly MS Office)