

## Job Description: Senior Supervisor

At Malt Bar & Deli, we are passionate about creating memorable experiences for our guests, built on the core values of a Passion for Excellence, Trustworthiness, and Kindness. We are seeking a dynamic and dedicated Senior Supervisor who embodies these values to join our team.

You will be accountable to the General Manager and will work with them to carry out the below key responsibilities

### Key Responsibilities:

- **Lead and Manage Daily Operations:** Ensure smooth and efficient daily operations, overseeing all areas of the bar and deli to maintain our high standards.
- **Uphold Standards of Excellence:** Demonstrate a passion for excellence by maintaining the quality of food, drink, and customer service, driving continuous improvement and innovation.
- **Team Leadership:** Supervise, mentor, and inspire staff, fostering a supportive and positive work environment that encourages teamwork, creativity, and kindness.
- **Customer Experience:** Ensure all guests receive a warm, welcoming experience, handling any queries or concerns with professionalism and empathy.
- **Trustworthy Decision-Making:** Handle cash management, inventory control, and staff scheduling with a high level of integrity and accountability.
- **Training and Development:** Lead training programs to support staff development, ensuring the team is well-equipped to meet the standards of the business.
- **Problem Solving and Conflict Resolution:** Resolve challenges swiftly and fairly, with kindness and a solutions-driven mindset.
- **Compliance and Safety:** Ensure adherence to health and safety regulations, licensing laws, and company policies, creating a safe environment for both staff and customers.

### Key Attributes:

- **Passion for Excellence:** A commitment to delivering top-quality service and a willingness to go the extra mile for both customers and colleagues.
- **Trustworthiness:** Dependable and honest, with a strong sense of responsibility and accountability.
- **Kindness:** A positive, empathetic leader who values people and builds a supportive and inclusive work culture.

### Requirements:

- Proven experience in a supervisory or management role within the hospitality industry (minimum 2 years).
- Strong leadership and communication skills, with a track record of team development.

- Ability to work under pressure while maintaining attention to detail.
- Wine, cocktail and barista knowledge would be ideal but not essential as long as you have a willingness to learn.
- Flexibility to work various shifts, including evenings and weekends (shift patterns will be agreed once the full team has been recruited and we will do our best to accommodate all personal circumstances as long as the needs of the business can be met).

**Salary:**

£26,500 per annum plus pension

Tronc based tip scheme

**Holidays:**

28 days per annum including bank holidays plus your birthday off every year.

Closed Christmas Day

**Hours:**

40 hours per week to include weekend and evening work as above