



# OPERATIONS MANAGER: BAR & VENUE

## APPLICATION PACK

### ABOUT THE ROLE

We seek a self-motivated & organised individual with strong business instincts to drive the success of our stylish café-bar 'The Architect' & venue on Bristol Harbourside. You will have experience in hospitality & operations management & know how to inspire a team to run a great business.

We are looking for someone who takes pride in their work & runs a tight ship, with attention to the details of success. Like us, you'll care about running a beautiful venue & delivering exceptional service.

Situated in a prime location, the venue is finished to a high standard, with a welcoming ground-floor café bar 'The Architect' & a waterside terrace (one of the best sunspots in the city). On the first floor we have two hireable spaces & our team share a dynamic co-working space on the second floor.

This is a fantastic opportunity to drive the success of this buzzing, cultural hotspot for Bristol. You will join a special place, with a friendly team & clientele. Your success will be rewarded with a generous bonus scheme & you'll be helping drive forward the work of the Design West charity.

You can read more about how the bar was created through our transformation project in [Bristol24/7](#) & [film](#).

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### ROLE SUMMARY

**Job Title:** Operations Manager - Bar & Venue

**Employment Basis:** Full Time. Some evening/weekend work required.

**Salary:** £32K - £34K starting salary (dependent on experience) plus generous performance bonuses

**Employer:** Design West Trading

**Location of Post:** Design West, 16 Narrow Quay, Bristol, BS1 4QA

**Reporting to:** Design West Director

**Probationary Period:** 6 months

**Period:** Permanent

### BENEFITS

- Generous performance-related bonus scheme
- 28 days holiday
- Discount in Café Bar (50%)

- Private healthcare package (after 1 year service)
- Contributory company pension
- Xmas party & regular socials
- Attractive long term service benefits

## MAIN RESPONSIBILITIES

As operations manager, you will be responsible for the stylish café-bar, venue hires & events & will play a central role across our operations.

Main responsibilities include:

- Driving income through the café-bar & space hire.
- Management of our riverfront building, ensuring excellent customer service & good value for money from suppliers.
- Management of operations including policies, procedures & insurances.

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### Café-Bar

- Oversee the Café-Bar & small first floor events space, ensuring the café bar is well stocked & that the building is appealing, well-managed & effectively & efficiently staffed
- Management & recruitment of all bar/venue staff with responsibility for training
- Ensure a high standard of customer service & engagement with our varied stakeholders
- Maximise the income & offer of the bar & catering operations
- Manage the booking for venue hires & lead on set-up & management of events
- Implement monthly stock takes
- Track performance of food & drink menu & work with the director to evolve business opportunities
- Take a lead on business development & promotional activity for the bar & venue, working with Design West marketing & bar staff to manage social channels, in line with our brand
- Ensure a good relationship with the local licensing authority & ensure licence compliance
- Take overall responsibility for customer satisfaction, comments & complaints, ensuring the Director is informed of action taken

### Venue Management

- Take overall responsibility for the building & ensure it is managed in accordance with statutory legislation, licensing, health & safety & access & requirements
- Ensure appropriate insurances are in place & that risk assessments are up-to-date
- Maintain good relationships with our tenants, neighbours & local community, keeping them informed of developments or proposals
- Manage tenancy agreements



- Manage the cleaning & maintenance of the building to the highest possible standard
- Develop & implement policies & procedures for the smooth running of the building & organisation & ensure procedures are understood & adhered to by all members of staff
- Act as Emergency Controller & Key Holder as required

## Financial Management

- Work with the Director to agree the annual venue operations budget, update forecasts & report financially regularly (monthly, quarterly & as required)
- Manage the cost of the rota & set financial targets for the assistant manager & café-bar staff
- Ensure the ops budget is carefully managed & any overspends are identified & acted on
- Keep the Director fully informed of any financial issues that may arise

## Human Resources

- Ensure effective & inclusive HR policies for recruitment, training & appraisals are in place.
- Organise & monitor annual leave, sick leave records & other personnel data
- Lead by example to ensure the intentions & requirements of the Design West Equality & Diversity Policy are applied personally & by all staff, volunteers & users
- Ensure appropriate access arrangements are made for visitors & staff, taking into account the provisions of the Disability Discrimination Act

## General

- Assist with required annual reporting to Companies House
- Prepare updates on the café-bar & venue business streams for the Quarterly board meetings.
- Be an informed, collaborative & enthusiastic member of the organisation
- Attend relevant programme & networking events nationally & across the city
- Evening & weekend work required
- Undertake any other duties as deemed reasonable, as requested by the Director to support the success of the organisation
- At this stage we anticipate a couple of shifts on the café-bar a week with the majority of time spend on business development & management activity

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## PERSON SPECIFICATION

### Essential

- Experience of successfully managing a bar or restaurant
- Experience of generating commercial sales & evidence of driving profit
- Experience of successfully managing budgets
- Confident communicator with strong negotiation skills
- Highly organised
- Experience of implementing policies & procedures (including HR)
- Excellent team player
- Excellent written & verbal communication skills



- Experience of managing a range of stakeholders & strong advocacy skills
- Strong time management skills & an ability to work to deadlines under pressure
- Good business head, with a clear ability to prioritise where to invest time & resource to yield the best return
- Enthusiasm for design & culture
- Enthusiasm for people
- Can-do attitude
- Commitment to equal opportunities

## DESIRABLE

- At least 2 years experience in an operations role
  - Experience of using lightspeed software or similar
  - Personal License
  - Experience of acting as a DPS
  - Experience of managing hires & events
  - A network of contacts in the hospitality and events sector within the city
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## APPLY NOW

To apply, email our Director [anna.rutherford@designwest.org.uk](mailto:anna.rutherford@designwest.org.uk) with a current CV & a letter of application outlining your interest in & suitability for the role. Please refer specifically to the Main Responsibilities & Person Specification sections, ensuring your letter is no longer than two pages.

**We are looking to recruit this role ASAP.**

If you would like an informal conversation about the role, please get in touch with our Director. Please note that we will look at applications on arrival.

*Design West is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.*

