



Bar Manager - Job Description

Role Title: Bar Manager

Department: Conference & Events / Duty Management

Reports to: Head of Conference & Events

Line Management: Assistant Bar Manager, Casual Bar Staff

Contract: 30 hours per week, £15.45 per hour (evening, weekend, and matchday working required)

Role Overview

The Bar Manager will lead and oversee the day-to-day operation of the bar services within Doncaster Knights Conference & Events. They will be responsible for delivering a high-quality customer experience, ensuring compliance with licensing and health & safety regulations, and maximising profitability through effective stock management, staff training, and service standards.

In addition, the Bar Manager will act as Duty Manager on evenings and weekends, ensuring the smooth running of events, conferences, and matchdays, and representing the management team in the absence of senior colleagues.

Key Responsibilities

- Manage all aspects of bar operations across matchdays, functions, and events.
- Line manage, motivate, and develop the Assistant Bar Manager and wider bar staff team.
- Oversee rotas, staff training, and performance to maintain high service standards.
- Ensure compliance with licensing laws, Challenge 25, health & safety, and food hygiene standards.
- Manage stock control processes, including ordering, rotation, wastage management, and stocktakes.
- Work with the Head of Conference & Events to monitor budgets, margins, and revenue targets.
- Act as Duty Manager on evenings and weekends, taking responsibility for the safe and professional operation of the venue, including staff supervision, customer service, and incident management.
- Maintain strong working relationships with colleagues across the Conference & Events team and wider Doncaster Knights staff.
- Support the development and delivery of new products, services, and promotions to enhance the customer experience.
- Handle customer feedback effectively, ensuring issues are resolved quickly and professionally.

Duty Management Responsibilities

- Act as the senior manager on site during allocated shifts, taking full responsibility for the operation of Castle Park.
- Ensure the safety and welfare of all customers, staff, contractors, and visitors.
- Ensure the premises are securely locked, alarmed and CCTV is enabled
- Liaise with external partners (e.g., security providers, emergency services) when required.
- Respond to and resolve incidents, emergencies, or complaints in a timely and professional manner.
- Take responsibility for the opening and closing of the venue, ensuring all facilities are secured appropriately.

Person Specification

Essential

- Previous experience in bar or hospitality management.
- Experience in line management and team leadership.
- Strong knowledge of licensing law, health & safety, and compliance requirements.
- Excellent organisational skills with the ability to prioritise and manage multiple tasks.
- Financial awareness, with experience in stock management and cost control.
- Strong communication and interpersonal skills, with a customer-focused approach.
- Ability to work evenings, weekends, and matchdays as required.

Desirable

- Personal Licence Holder qualification.
- Experience working in a sports, events, or stadium environment.
- Track record of implementing new promotions and improving customer experience.

Personal Attributes

- Professional, approachable, and confident in leading a team.
- Proactive and solutions-focused, with strong attention to detail.
- Calm under pressure, with the ability to make decisions and manage incidents.
- Passionate about delivering high-quality customer experiences.

And Finally... The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.

How to Apply

To apply for the role of Bar Manager, please send a copy of your CV and Cover Letter via email to recruitment@castle-park.co.uk