



FUTURE YARD

ROLE + RESPONSIBILITIES

Job Title	FUTURE YARD VENUE SUPERVISOR
Job Purpose	To ensure a high quality customer experience across all of our activities ensuring the Future Yard venue team deliver a high-quality food and beverage offer. You will ensure effective operations within the building when on shift, ensuring activity in the building occurs whilst adhering to both health and safety and fire safety, in a secure environment. We expect all our supervisors to lead from the front and set a high standard for all our staff. You will undertake your responsibilities in a manner consistent with the Future Yard's Mission & Values (link).
Reporting to	Venue Manager
Terms and Hours of Work	Minimum of 24 hrs per week, with an aim to provide between 30-40hrs per week, permanent. Work pattern; 3-5 shifts per week. Flexibility will be required to ensure the role is undertaken effectively. Shifts are predominantly evening and weekend based with occasional day time hours for specific tasks, special events, and daytime programming.
Salary	Pay Band B, £10.90 - £16p/h

Key Responsibilities	It is your responsibility to ensure the venue delivers a high quality bar and kitchen offer to service all activity within the building. During each shift you lead you should use your team in a planned and effective way, deploying staff to the areas they will have the most impact depending on their abilities and training. Supervisors have authority to delegate tasks to their team members but must do so in a kind and compassionate way. Supervisors should lead by example and work the bar and/or kitchen, especially on busy events. Supervisors are also required to communicate and collaborate with the wider team, i.e. event managers, for effective delivery of events.
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	Supervisors should possess a thorough knowledge of our product range and be able to discuss with confidence to a customer or team member any item we serve. Supervisors should also possess a thorough knowledge of our programme offer, training schemes etc. and the relevant contacts to forward these enquiries onto. The role requires a good knowledge of the GoodTill system, with ability to offer refunds, backtrack sales and add & remove products essential. Supervisors should also be familiar with the google drive and how to find checklists and details of events through the venue calendar. Venue supervisors must possess some knowledge of the studio equipment and be able to troubleshoot any basic technical issues a studio customer may have. Supervisors should be familiar with how to maintain the studios, and are responsible for their set up before & after customers use them. Training will be provided where required. Supervisors will not be expected to deliver specific training to staff. However we do ask that supervisors identify training requirements of specific team members and share their skills and knowledge accumulated whilst in post, to maintain high levels of service delivery within the team they lead. Venue supervisors are directly responsible for the cleanliness and functionality of the entire venue, including studios, dressing rooms, garden, toilets, kitchen and office space. This includes working through daily clean and close lists, and identifying areas of the venue which need cleaning/maintenance, and feeding this back to Venue Management. The venue supervisor is responsible for the security of the venue including, but not exclusively, closing the venue securely, and ensuring all doors and windows are locked, with the alarm system set. The venue supervisor will work in partnership with Event Managers and Security providers to safely and effectively deliver Future Yard's Ingress and Egress Policy for live events. In the absence of a venue manager a venue supervisor is the DPS (Designated Premises Supervisor). Therefore venue supervisors are responsible for the safe sale and consumption of alcohol in accordance with the Licensing Act 2003. This includes but not exclusively, checking ID & ensuring any staff checking alcohol are checking ID, the safety of customers consuming alcohol and refusing service to customers who appear drunk. The safety of customers extends to their travel home.
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	In the absence of a venue manager, a venue supervisor is the designated Fire Marshall. In the event of a fire alarm it is the venue supervisors role to investigate and order an evacuation in accordance with the Future Yard Fire Safety Protocol & Fire Evacuation Procedure. It is the Venue Supervisor's responsibility to ensure that all fire exits are clear at the start, during and end of shifts and that the fire alarm panel is active and functional at the start and end of shifts. It is also the Venue Supervisor's responsibility to ensure the live room ventilation system is turned on and off, as required and dependent on events taking place in our live room. Should a customer require first aid, in the absence of a venue manager, a venue supervisor is the designated First Aider. However, First Aid may be administered by the team member nearest to the incident if they are adequately trained to do so. The venue supervisor should take the lead in contacting the emergency services and is responsible for the safety and health of the customer thereafter. The role involves managing problem customers. Contacting Police or First Response services is the responsibility of the venue supervisor should it ever be required. In these incidents the safety of the customers and staff is the absolute priority and lies with the venue supervisor. Training will be provided if required. This list is not exhaustive. You will from time to time be required to undertake tasks outside those described, in a manner which is reasonable.
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