



12 Quay Street, Haverfordwest, Pembrokeshire, SA61 1BG

Role Description

Role title: Casual Bar Staff	
Main purpose of role: Serve beverages from a licenced bar, in line with regulations, whilst providing excellent customer service.	
Department: Operations	Location: HaverHub HQ, The Old Post Office, Quay Street, Haverfordwest
Position reports to: Communications & Development Manager	Position is responsible for: N/A

Main Duties

- To always deliver excellent customer service.
- Serve and present beverages efficiently and to high standards.
- Ensure bar, kitchen/wash-up and stock areas are kept tidy and clean at all times.
- Keep up to date with current products
- Ensure compliance with all legal and company training.
- Adhere to our Think 25 and BOBB policies, among others.
- Take orders directly from customers at the bar.
- Take payments in cash and via card, issuing change correctly.
- Collect glasses/drinking vessels and wash as needed.
- Monitor customers to ensure that unacceptable behaviour does not occur.
- Work with management and security to ensure safety of all customers, staff, and volunteers.
- Replenish stock as required and alert line manager when stock levels are low.

This list is just an indication of the main duties that will be expected of the role. From time to time, there may be amendments/additions/changes to this as required.

Last updated: 24/08/2021

Date of next review: 25/08/2022



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Person Specification

Role Title: Casual Bar Staff

Department: Operations

The below person specification is an indication of the experience, skills and attributes that will be needed or desired for the role. Training will be provided where needed.

Factor	Essential	Desirable
Qualifications		
▪ GCSEs	✓	
Relevant experience		
▪ Working well within a team.	✓	
▪ Use of POS till system and cash handling.		✓
▪ Excellent customer service	✓	
▪ Dealing with customers face-to-face, in a busy bar environment.		✓
▪ Hands on experience of bar work, serving a range of beverages.		✓
Aptitude, skills and abilities		
▪ Knowledge of Think 25 and legal licencing policies.		✓
▪ Good numeracy skills	✓	
▪ Aware of when to seek help and advice	✓	
▪ Support and ensure that COVID-19 safety measures are adhered to	✓	
Personal attributes		
▪ Friendly, smiley, sociable and welcoming.	✓	
▪ Commitment to HaverHub values	✓	
▪ Welsh speaker		✓

Please contact us if you would like to have an informal conversation, if have any questions or if would like to arrange a visit.

We welcome correspondence in English or Welsh.

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