



Taproom Supervisor

The Taproom Supervisor is key part of the taproom team and is a role that requires an outgoing, friendly and customer-service orientated attitude, as well as excellent communication and organisational skills - we are driven by passion, energy, positivity and inclusivity.

Responsibilities:

- Supporting the management of the overall operations of the taproom.
- Ensure policies and procedures for the taproom and events are up to date and adhered to by the team, e.g. opening/closing, responsible service of alcohol, incident logs, emergency evacuation, first aid, etc.
- Supporting the Taproom Manager as well as Marketing & Events team in the running of both taproom and external events (as required).
- Ensuring quality of service and that everyone that comes to our taproom or one of our events has the same positive experience.
- Leading Brewery Tours and Beer Tasting to taproom customers.

Skills and Attributes:

- A love and passion for hospitality, all things beer and Lost and Grounded.
- Ability to plan and manage an ongoing calendar of multiple events in conjunction, along with week-to-week management of the taproom.
- Experience in bar/team management desirable.
- Excellent communication skills.
- Be self-driven and have excellent organisational skills.
- Competent with various computer packages - MS Word, POS systems (iZettle), Squarespace.

Reporting:

This role reports to the company Operations Manager and will work closely with the Taproom Manager and Marketing/Events Team. This role will typically supervise a team of 4-6 taproom staff.

Hours of Work:

This is a part-time role and will typically work on Thursday - Saturday. Our taproom opening hours are Friday 4-11pm and Saturday 1-11pm. At times events will require Sunday work.

It is expected that this role as supervisor for the taproom and ensures that the Taproom Manager or Keyholder is available to cover their own holiday or when travelling for external events.

Salary:

Competitive salary, based on experience. Holiday allowance included.