



Liverpool
Guild of
Students

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Liverpool Guild of Students
160 Mount Pleasant, L3 5TR
+44 (0) 151 794 6868
www.liverpoolguild.org

We're Hiring

Bars Manager
June 2025

“

Thank you for your interest in joining us here at Liverpool Guild of Students.

As a students' union, we are committed to offering excellent opportunities, services and facilities for all 28,000 students at the University of Liverpool. We make sure that our members have the best experience, become equipped to change the world and are proud of their Guild, aiming to be one of the leading Students' Unions in the UK. This is an exciting time for us as we return to our campus in the Post Covid environment.

We are very proud of our achievements over the last few years and how our staff team and members came together to adapt carry on the Guilds work. We are also in the 4th year of a 5 year strategic plan, and are excited to welcome new and talented people to help us meet our development goals. This is a fantastic opportunity to work in a vibrant and ever-changing environment, alongside a team of amazing people who are truly dedicated to improving the student experience. Enjoy reading more about us in this pack, and I wish you the best of luck with your application.

”

A portrait of Tricia O'Neill, a woman with grey hair tied back, wearing a striped shirt and a green lanyard. The background is a blurred outdoor setting with brick buildings.

Tricia O'Neill

Guild CEO

About us

We're Liverpool Guild of Students, the award-winning Students' Union for the University of Liverpool. Our job is to create a home for each of the 28,000 students during their time here, ensuring each student gets the most out of student life beyond their degree.

We like to think of ourselves as home for opportunities - whether that be through joining one of our 200+ societies, taking part in volunteering, coming to a pub quiz or tucking into one of our ever-famous burritos. Each student becomes a member of the Guild as soon as they join the University, and being part of our staff team means looking forward to seeing what opportunities students embark on and achieve every year.

Our strategy

What is the Guild For? (Our Mission)

We will offer excellent opportunities, services and facilities which improve, enrich and develop the lives of all students at the University of Liverpool, from application to graduation.

Where are we going? (Our Vision)

We will ensure that our members have the best experience, be equipped to change the world and be proud of their Guild. We will be one of the leading Students' Unions in the UK.

To do this, we promise to:

- Support our members
- Invest in our spaces
- Ensure all members benefit from the Guild
- Put members at the heart of decision making

To help us keep our promises and continue to deliver a great experience for our members, we invest in the following four key areas:

- People
- Equality, Diversity and Inclusion
- Communications
- Digital and IT

How we're run

We're run by students, for students, and with students.

This is at the heart of everything we do, and our democracy structure is designed to give every student the chance to have their say and shape their university experience.

We're the key link to the University, representing the voice of 28,000 students and helping to improve the quality of their education. If something needs to change, we'll help them to make it happen.

Funding

We receive most of our funding from the University of Liverpool. We get this each year in the form of a block grant. We also raise funds through trading (bars, the shop and Starbucks) and a small amount from donations and other grants. As a charity, we do not generate profits to pay to shareholders - every penny that is made is reinvested back into the organisation.

Trustee Board

Our Board of Trustees is made up of four full time student representative officers, 4 student trustees and 4 external trustees. The Board has overall responsibility for the management and administration of the Guild, fulfilling this by setting the overall strategic direction and directly managing the Chief Executive.

Staff Structure

We currently employ circa 70 salaried staff to provide services for our members, as well as approximately 120+ student staff. The Senior Leadership consists of three Department Directors and the Chief Executive.

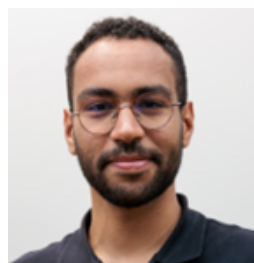
Our elected leaders

Every year, students are given the chance to vote for, and stand to be one of, the four Student Officers who run our organisation. They lead the political and campaigning direction of the Guild and help ensure that our priorities are aligned to students' needs.

Our Student Officers 2024-2025 are:



Rowan Bradbury
Guild President



Othman Ibrahim
Vice President



Holly Thompson
Vice President



Jitendra Inturi
Deputy President



Representative & Involving:

Our members lead us and are involved in shaping their own experience at every level.

Fun & Friendly:

Everyone is welcomed here and we create a home away from home for all our members.

Sustainable:

We've been here for over 100 years. We'll be here for hundreds more by being ethically, environmentally and financially sustainable.

Professional & Responsible:

We are inclusive, informative, respectful, human and inspiring.

Innovative & Agile:

We are responsive to new ideas.

Amibitous:

Everything we provide is the high quality our members deserve.



Working With us

Where we work

Our building sits right in the heart of campus, at 160 Mount Pleasant. If coming to work with us would mean relocating, you can find out more about Liverpool by visiting www.visitliverpool.com but take it from us, it's an amazing city to live and work in.

Diversity and inclusion

We're committed to ensuring our workforce reflects the diversity of the world and community we're based in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disabilities.

Benefit

If working here wasn't good enough in itself, we also offer a wide selection of benefits.

Holidays

We offer 30 days annual leave, plus bank holidays. In addition to this, we also offer six discretionary days, four days at Christmas and two days at Easter. We also provide the option to buy additional annual leave of up to ten days per annual leave year.

Discounts, Discounts, Discounts

You can join the University Perks at Work discount scheme, which offers exclusive deals and discounts at your high street favourites, restaurants, cinemas, holidays and many more. You can also purchase a Totum Card and download the Totum App for further discounts and offers, and enjoy keeping fit for less with a discounted membership at the University gym.

Events & Socials

From our annual Christmas party to free Mountford Hall gig tickets and socials organised by your Staff Representatives throughout the year, there's opportunities to mix with colleagues outside of the working day.

Learning and Development

If you're keen to further your skills, knowledge and experience, we provide a range of ways you can boost your personal development. There's money in the pot to invest in you.

Volunteering

Make the most of the opportunity to give something back with five paid days for volunteering leave.

Flexible Working

You can request to work more flexible hours to suit your lifestyle.

Car Parking

If you travel to work by car, you can make use of the various car parks in close proximity to our building which can be accessed at the swipe of your University staff card.

Employee Assistance Programme (EAP)

Access the EAP and get extra support as and when you need it. Ran in conjunction with the University of Liverpool, the EAP offers confidential counselling and information to support staff with personal or work-related issues which may be affecting your health, wellbeing or performance.

Occupational Sick Pay

Employees with over six months service are eligible for occupational sick pay, in line with our attendance procedure.

Salary Sacrifice Scheme

Trade in part of your salary for a non-cash benefit via the Childcare Voucher or Cycle to Work scheme – giving a little bit can go a long way.

Pension Scheme

You can put it away for a rainy day by entering our pension scheme.

83% of our employees would wholeheartedly recommend the Guild as a great place to work.



"I started my Guild Journey in 2015 as a Bars Supervisor, I instantly loved it and it felt like home the staff in the organisation were so friendly and even though many people have come in gone in my time the morale still stands high always. The Guild is so supportive in so many ways but in my time here I have developed from a Bars Supervisor to now running Union Brew one of the most successful coffee shops on Campus!"

Your ideas are always welcomed and your always appreciated for everything you do. We also have a lovely staff kitchen were tea and coffee and city views are provided!

Megan Byrne, Union Brew Store Manager Employed since September 2015 .



Since starting my journey as a Student Staff member, the Guild has offered opportunities to develop my skills and grow professionally. I have benefited from a range of training not only role specific but also in wider transferable skills.

Always striking a great work-life balance, the Guild is a supportive and friendly environment to work in – in which no two days are the same.

But at the heart of the organisation is the dynamic staff team; ready to push your skill set, challenge your thinking or just have a chat about in the staff kitchen.

plus, the free tea and coffee helps!

Alex Jones, Marketing Manager Employed since Nov 2016.

Equality Diversity & Inclusion

Liverpool Guild Equality, Diversity and Inclusion Plan

We will ensure all of our students and staff feel they belong and find their place in our diverse and inclusive community.

Ensuring our staff and members all feel equally supported, welcomed and included and that the Guild proactively seeks to remove barriers to participation across all of its activities and areas of work and that our staff team more closely reflects our community.

Goals

Our vision for EDI Excellence will be achieved by delivering the following goals:

1. Developing our team and making sure all of our Ethnically Diverse staff feel supported.
2. Consistent good EDI practice across all areas of the Guild
3. Increasing diversity in our staff teams
4. Broadening the student offer

More details about how we plan to deliver each of these goals can be found on our website <https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

Guaranteed Interview Scheme

The Guaranteed Interview Scheme for Ethnically Diverse Candidates at Liverpool Guild of Students is committed to the principles of equality of opportunity. We annually review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from ethnically diverse candidates and have introduced a guaranteed interview scheme. We recognise that applicants from ethnically diverse backgrounds may have experienced additional barriers when applying for new roles.

Therefore, we are taking positive action to address an under-representation within our organisation. If you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from an ethnically diverse background, you'll be guaranteed an interview. If you are an ethnically diverse applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the Equality and Diversity Monitoring Form. If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme only guarantees an interview for ethnically diverse applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



More details about our Equality, Diversity and Inclusion Excellence Plan including how we plan to deliver and Key Performance Indicator's for this project can be found on our website:

<https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

About The Role

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Job Description Bars Manager

Job Title:	Bars Manager
Responsible To:	Deputy Director of Operations – Commercial
Responsible For:	2 x Assistant Bar Managers, Bar Supervisors & Student Staff
Hours:	35 hours per week, worked across a 7 day rota <i>Will involve evening and weekend hours</i>
Salary:	Guild Pay Band 7 £35,640 <i>All new starters will commence at the bottom of the pay scale</i>

Summary of Post

To lead the day-to-day operations and development of the Guild's Bars service. The postholder will drive performance, efficiency, and maximise sales whilst ensuring we deliver a safe, quality, and value-for-money experience for our members and customers.

Our Bars Manager will be a strong leader, setting the example for and developing both our small team of permanent staff and our large team of student casual staff, to deliver an exceptional customer experience.

As the Bar Manager, the post holder will play a key role in ensuring the Guild's aims and mission stay at the heart of the bars' strategy. The Bar Manager will be an enthusiastic team player, developing exciting collaboration opportunities with wider Guild teams and campaigns, and supporting the delivery of Guild activity.

Whilst this role will be predominantly office-based, it is expected that part of the time will be spent working in the bars, especially during extremely busy periods, out of term time, or due to staff availability.

Main Duties

- Lead the effective delivery of the bar operation, ensuring standard operating procedures are adhered to, including opening and closing procedures
- Develop a positive team culture through strong leadership, creating a high-performing team
- Act as Duty Manager/Duty Licensee opening and securing premises, locking up and alarming as necessary.
- Creating a welcoming and safe atmosphere for all customers, ensuring a positive and enjoyable customer experience.
- Assist in the production of annual budgets for the Bars.
- Responsibility for all aspects of stock management, ensuring all purchasing is in line with the terms & conditions of the NUS purchasing consortium.
- Formulate a compelling mix of products, pricing and promotions that are on trend and attractive to our broad customer base as part of an overall strategy to achieve targeted Net surplus and maintain the budgeted Gross Profit percentage
- Develop strong relationships with both internal departments and external partners to ensure a varied, exciting, popular, and diverse programme of events and promotions is in place for Guild members and external clients.
- Work with the Marketing team to develop strong promotional plans that support the bars activity
- Drive improvements in standards and performance through the production of service reviews and development plans
- Lead our Best Bar None submission
- Ensuring compliance with licensing regulations and all other relevant laws and regulations.
- Ensure that security procedures are adhered to throughout the building

Financial

- Oversee and comply with all procedures within the Guild Finance Manual
- Demonstrate a proactive and ambitious approach to financial planning and forecasting.
- Work within budgetary constraints as directed.
- Monitor budgets against the monthly management account reports, reporting any variances and taking remedial action as appropriate, and preparing reports for Financial Progress Meetings.
- Report any discrepancies/problem areas immediately to the Deputy Director of Operations – Commercial.
- Produce analytics and progress updates reports as requested
- Have overall responsibility for managing stock takes within the outlets, including liaising with external stock-takers.

Staff Development

- Embed a positive work culture across the bars staff team
- Ensure strong communication across the team
- Provide strong leadership, coaching and mentoring to the relevant staff to improve performance, drive efficiency, and deliver excellent customer experiences.
- Monitor and review staff development, ensuring all appraisals and one to one meetings happen according to the appropriate timescales.
- Manage the recruitment and development of staff within the department in conjunction with other relevant staff members, assisting in their induction, motivation and performance management where required.

- Ensure the team receives high-quality training and maintain accurate, up-to-date records of all such training.
- Ensure the production of weekly rotas to enable the bars to function effectively without exceeding staff expenditure budgets/ratios.
- Ensure all timesheets are checked and verified in accordance with current guidelines and forwarded to the HR/Finance Manager within agreed-upon timescales.

Health, Safety and Hygiene

- Through careful monitoring and regular spot checks, ensure that a high level of cleanliness and compliance are maintained at all times.
- Lead the Bars Team on Health and Safety (including HASMAP, COSHH, etc).
- Ensure that all staff work in a safe manner, seeking to minimise hazards to ensure the safety of other staff and customers, reporting and addressing all safety hazards immediately.
- Ensure that all health and safety, fire and building regulations and procedures are complied with.
- Ensure all incidences and accidents are reported as appropriate, including the completion of all necessary paperwork.
- Regularly review the Emergency folder with direct reports and advise the Departmental Health and Safety Co-ordinator of required amendments.

Other

- Support the wider work of the Guild and our Strategic Plan
- Take responsibility for project work and specific areas of the Bars development as required.
- Develop and maintain relationships with suppliers, licensing authorities, NUSL and others as required to the benefit of the organisation.
- Generally assist in the planning, promotion, organisation, and delivery of all Guild services and activities as appropriate.
- Comply with Guild policies and procedures at all times.
- Comply with and promote the environmental and sustainability procedures within the Guild.
- Contribute to the positive and professional image of the Guild and refrain from acting in a manner that brings it into disrepute.
- Undertake any other duties appropriate to the grade and responsibilities of the post that may be reasonably requested from time to time.
- Assist in key events throughout the year, including Welcome Week and elections, as necessary.
- Provide managerial support to other Guild commercial outlets when required

Notes

The minimum working week for the post is 35 hours. However, due to the nature of the work, actual working hours may exceed this total and will involve regular evening and weekend work. This is considered part of the contract and reflected in the grading for the post. Time off in lieu will be given for hours worked over 35 hours per week.

The job description is current **as of June 9, 2025**, and should be reviewed annually. It outlines the primary duties of the position and is designed to benefit both the post holder and the Guild in understanding the key functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may change from time to time. Management has the right to vary the duties and responsibilities after consultation with you.

Signed:

Name:

Date:

Person Specification

Bars Manager

Criteria	Essential	Desirable
Experience		
At least 2 years' experience of successfully managing a busy venue or bar operation	*	
Experience of working in a customer-focused environment	*	
Track record of coordinating and motivating teams to ensure that a consistent and excellent customer experience is delivered	*	
Experience of managing cost of sales, gross profit margins & wastage to maximise profit	*	
Track record of utilising sales and stock data to drive sales, offers & promotions	*	
Cellar Management Skills	*	
Knowledge		
Legal/Health & Safety aspects of a licensed venue	*	
Understanding of budgets and experience in monitoring financial performance	*	
Confident in the use of IT systems such as EPOS	*	
Understanding & application of effective stock management practices	*	
Demonstrate excellent product knowledge with a solid understanding of current trends in the hospitality industry across multiple demographics	*	
Understanding of Student Unions		*
Skills/Abilities		
Building effective internal and external relationships with a range of stakeholders	*	
Ability to work to tight deadlines	*	
Good organisational skills	*	
Track record of proactively identifying creative and innovative solutions to issues and challenges	*	
Demonstrate a track record of dealing with conflict or difficult situations in a positive and calm manner	*	
Qualifications		
Educated to degree level or evidence of operating to a similar standard		*
Personal license Holder		*
Other		
Committed to the Core values of The Guild	*	
Ability to work outside normal office hours and at weekends on a regular basis	*	

How to Apply

Please apply using the apply now button on Staff Savvy If you have any questions about the application process please email: guildjobs@liverpool.ac.uk

For an informal conversation about this opportunity, please contact: Ian Spenton

– Deputy Director of Operations- Commercial, ispenton@liverpool.ac.uk

Key Dates

You will need to be available for interview on the date listed below if you are shortlisted.

Closing date for applications: : 3rd July 2025 - 9am

Interviews: Week Commencing 14th July 2025

