

JOB DESCRIPTION



Assistant Manager

Blaney Bar | Food & Beverage

Job title	Assistant Manager
Department / location	Food & Beverage - Blaney Bar
Reports to	Food & beverage Manager / Director of Operations
Responsible for	Blaney Bar team members while acting as manager on duty
Working pattern	Full-time; flexibility across evenings, weekends and public holidays is required – 40 hours per week

Job purpose

The Assistant Manager supports the successful day-to-day operation of Blaney Bar, delivering warm, attentive and consistent five-star service. The role provides visible leadership on shift, supports and develops the team, maintains effective operational controls, and ensures that guest experience, presentation, safety and compliance standards are consistently achieved.

Key responsibilities

Guest experience and service

- Lead by example in delivering friendly, professional and efficient service that reflects the standards of Lough Erne Resort.
- Maintain a visible presence during service, engaging with guests and responding promptly and professionally to requests, feedback and complaints.
- Ensure the bar, service areas and guest-facing spaces are prepared, presented and maintained to the required standard throughout each shift.
- Develop strong knowledge of menus, beverages, promotions, resort facilities and guest offerings to support confident recommendations and upselling.

Shift leadership and team management

- Support the Bar Manager and Food & Beverage management team with the opening, operation and closing of Blaney Bar.
- Brief the team before service, allocate duties, monitor performance and adjust deployment in response to business levels and guest needs.
- Provide clear direction, coaching and constructive feedback, recognising good performance and addressing concerns promptly.
- Support the induction and on-the-job training of new team members and ensure employees understand relevant procedures and service expectations.
- Promote professional conduct, respectful teamwork, punctuality and effective communication across the department.
- Act as the responsible manager on duty when required and escalate significant operational, employee or guest matters appropriately.



Operational and financial control

- Complete opening and closing checks, cash-handling procedures, till reconciliation and other shift records accurately and securely.
- Monitor stock levels, storage, rotation and wastage; support ordering, stock counts and investigation of discrepancies.
- Protect resort assets by ensuring keys, equipment and controlled items are managed in line with procedure.
- Support labour deployment and cost control while maintaining appropriate service levels.
- Identify maintenance issues, operational risks and supply requirements and ensure they are reported and followed through.

Compliance, safety and standards

- Ensure compliance with the resort's policies and procedures and all applicable licensing, food safety, allergen, health and safety, fire safety and responsible alcohol-service requirements.
- Ensure age-verification procedures are followed and that alcohol is never sold or served contrary to legal or resort requirements.
- Maintain excellent standards of cleanliness, hygiene, safe working and secure storage across all bar and back-of-house areas.
- Record and report accidents, incidents, hazards, guest complaints and other significant matters without delay.
- Participate in required training and support the completion of mandatory training across the team.

Working across the resort

- Work collaboratively with Kitchen, Golf, Events, Reception, Housekeeping and other Food & Beverage outlets to provide a seamless guest experience.
- Support functions, events and other resort outlets when reasonably required by business needs.
- Carry out other reasonable duties consistent with the level and purpose of the role.

Person specification

Area	Requirement	Criteria
Experience	Previous supervisory or assistant-management experience in a busy bar, restaurant, hotel or comparable hospitality environment.	Essential
Service	Strong guest-service skills with the confidence to manage complaints and service recovery professionally.	Essential
Leadership	Ability to brief, motivate, organise and support a team during busy service periods.	Essential
Operations	Experience of cash handling, stock control and opening or closing procedures.	Essential
Communication	Clear, professional communication and the ability to work effectively across departments.	Essential
Judgement	Calm, dependable and solutions-focused, with the ability to prioritise and make sound decisions under pressure.	Essential
Standards	Good understanding of responsible alcohol service, food hygiene and workplace health and safety.	Essential
Systems	Confidence using EPOS, rota, stock or other hospitality systems.	Desirable
Environment	Experience within a four- or five-star hotel, resort or premium hospitality operation.	Desirable
Availability	Flexible availability to work evenings, weekends, public holidays and varying shifts according to business needs.	Essential



Our expectations

The postholder is expected to demonstrate integrity, professionalism, discretion and a genuine commitment to guest care. *This job description outlines the principal responsibilities of the role and may be reviewed to reflect operational requirements, following appropriate consultation.*

Equality Statement

Lough Erne Resort is committed to providing equality of opportunity and creating an inclusive working environment. We welcome applications from all suitably qualified individuals and will not discriminate on any unlawful ground, including age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religious belief, political opinion, sex or sexual orientation.

Appointments and progression decisions will be based on merit, skills, experience and suitability for the role. Reasonable adjustments will be considered throughout the recruitment process and in employment for applicants and employees with disabilities.