

Role Profile

Job Title	Supervisor
Department	Managed Houses
Reports To	Assistant Manager / General Manager
Direct Reports	Front of House Team Members
Location	Woolly Sheep Inn

Role Purpose:

The Supervisor supports the day-to-day running of a busy pub, with accommodation facilities, ensuring high standards of service, product quality and team performance. The Supervisor plays a key role in delivering an excellent guest experience, from breakfast service to closing the bar, while assisting senior management with operational responsibilities.

Key Responsibilities:

- Manage the breakfast shift, ensuring timely preparation, service and guest satisfaction.
- Oversee evening close-down procedures, including cashing up tills accurately and securely.
- Supervise and motivate the team on shift, providing direction and support as needed.
- Work closely with senior management to ensure smooth daily operations.
- Manage the cellar to ensure beer quality and service standards are maintained.
- Support ordering processes, liaising with suppliers and monitoring stock levels.
- Ensure all guests receive a warm welcome and professional service throughout their visit or stay.
- Respond promptly and professionally to emails, booking requests and general enquiries.
- Maintain cleanliness, organisation and safety across bar, kitchen and accommodation areas.
- Ensure compliance with licensing, health and safety and food hygiene regulations.
- Step in across any department as required during busy periods.
- Assist with events, promotions, and other business activities.

Key Relationships:

Internal: General Manager; Assistant Manager; Front of House Team; Kitchen Team and Housekeeping

External: Suppliers; Delivery Personnel; Guests and Residents

Qualifications and Experience:

Essential:

- Knowledge of cellar management and stock control procedures.
- Understanding of licensing laws, food safety and health and safety standards.
- Experience handling cash and completing end-of-day reconciliations.

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Desirable:

- Previous supervisory experience in hospitality, preferably within a pub, hotel or bar environment.
- First aid, food hygiene, or personal licence certification (desirable but not essential).

Key Competencies and Skills

- Strong leadership and team motivation skills.
- Excellent communication and interpersonal abilities.
- Organised, reliable, and able to prioritise tasks in a fast-paced setting.
- Calm under pressure with strong problem-solving capabilities.
- Guest-focused mindset with a passion for hospitality.
- Proficient in basic computer systems and point-of-sale (POS) software.

Key Performance Indicators

- Guest satisfaction scores and positive reviews.
- Accurate cash handling and minimal financial discrepancies.
- Team performance and adherence to service standards.
- Stock accuracy and reduction of waste/spoilage.
- Compliance with health & safety, licensing, and hygiene audits.
- Effective resolution of guest complaints or incidents.

Additional Information

- This is a hands-on role requiring flexibility, including working early mornings, evenings, weekends and bank holidays.

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