



Job Role: Oxford City Football Club – Bar Manager

Full time, permanent position (Evenings & weekends)
£32,000

Reporting to: Managing Director

Background:

Oxford City Football Club based just minutes from the ring road in Oxford welcomes 80,000 facility users per year. Within the facility there are two football pitches in use across seven days of the week plus six netball courts that bring a heavy footfall during weekends and evenings. A full-time education academy hosts 80 students during the week as well as Women's and Men's first team sessions. The weekends bring Men's and Women's First Team fixtures, youth tournaments and grassroots football fixtures.

This role lies at the heartbeat of a true community hub. We are seeking an energetic and welcoming face of the club who is passionate about delivering exceptional service while creating a lively atmosphere that keeps our fans and visitors coming back.

Your enthusiasm and professionalism will ensure every visitor enjoys a memorable experience! We are proud of what we do at our busy football club and community sports facility and are looking for individuals who want to join the excitement of a growing club.

Role specification:

To take responsibility for the effective day-to-day management of the club's bars and clubhouse facilities and operations, ensuring a welcoming, professional and well-maintained environment for supporters, players, visitors, staff and guests.

The role will oversee all aspects of bar operations including staffing, customer service, stock control, cellar management, compliance, matchday delivery, hospitality provision and financial performance.

The Bar Manager will maximise revenue opportunities and ensure the delivery of exceptional experiences across all events and activities.

Key Responsibilities

Day to day management of all bars

Maximising revenue opportunities

Providing an exceptional customer experience

Bar Operations & Management

Manage the daily operation and organisation of all bars and clubhouse facilities.
Ensure all bar outlets are fully operational, appropriately stocked and prepared for service.
Maintain high standards of customer service and create a welcoming atmosphere for all visitors.
Ensure all bar equipment, fixtures, fittings and audio-visual systems are maintained and operational.
Oversee opening and closing procedures, cash handling, security and end-of-day checks.
Ensure the clubhouse, bar, storage and customer areas are clean, safe and presented to a high standard.
Coordinate clubhouse operations to support varying customer groups, events and activities.
Identify opportunities to improve operational efficiency, service delivery and customer experience.
Keyholder post with responsibility of unlocking/locking bar and site as applicable to events.

Staffing & Team Management

Organise staffing levels to meet the demands of daily operations, matchdays and events.
Prepare staff rotas and coordinate shift cover where required.
Lead, motivate and support bar staff to deliver excellent service standards.
Deliver staff briefings and ensure employees understand their responsibilities and operational requirements.
Ensure staff receive appropriate induction, training and ongoing development.
Monitor staff performance, attendance, presentation and conduct.
Support the recruitment and onboarding of new staff.
Act as the main point of contact for the bar team during operational hours.

Stock Control, Cellar Management & Suppliers

Take responsibility for stock monitoring, ordering and availability across all bar operations.
Maintain accurate stock records and complete regular stocktakes.
Monitor deliveries, stock rotation and wastage to maximise efficiency and profitability.
Maintain strong working relationships with suppliers and resolve stock or delivery issues.
Take responsibility for the cleanliness, organisation and maintenance of cellar facilities.
Ensure beer line cleaning, cellar management and product quality standards are maintained.
Monitor dispense equipment, gas supplies and cellar systems, ensuring faults are reported and resolved promptly.
Maintain appropriate records for stock control, line cleaning and equipment maintenance.

Matchday & Event Operations

Lead all bar operations for men's, women's matchdays plus all other events.
Ensure all outlets are appropriately staffed, stocked and prepared ahead of gates opening.
Coordinate staffing and service provision based on expected attendance and operational requirements.
Deliver pre-match and event briefings to ensure staff understand roles and responsibilities.
Monitor service delivery during events and respond effectively to operational challenges.
Coordinate the opening and closing of multiple bar outlets where required.
Work closely with stadium operations, events teams and other departments to ensure successful delivery.
Oversee post-event procedures including stock reconciliation, cash reconciliation and venue reset.

Financial & Commercial Performance

Take ownership of the financial performance of the bars and clubhouse operation.
Monitor sales performance, labour costs, stock margins and wastage.
Produce regular operational and financial reports for senior management.

Establish and monitor agreed operational and financial targets.
Support budgeting and forecasting processes.

Analyse sales trends and customer demand to inform purchasing and pricing decisions.
Identify opportunities to increase revenue, profitability and customer spend.
Develop initiatives, promotions and activities that maximise clubhouse revenue opportunities throughout the year.
Support the club in monitoring bar income, expenditure and overall profitability.

Licensing, Compliance & Industry Standards

Ensure all bar operations comply with the Licensing Act 2003, relevant licensing conditions and the club's premises licence.
Ensure all operations comply with licensing legislation, club policies and relevant regulations.
Implement and consistently enforce Challenge 25 procedures.
Ensure all staff understand their legal responsibilities regarding the sale of alcohol.
Maintain accurate records relating to training, incidents and licensing requirements.
Ensure compliance with food hygiene, health and safety and safe working practices.
Promote safe working procedures within customer-facing, storage and cellar areas.
Ensure staff understand emergency procedures and operational safety requirements.

How You Support Our Strategy

Community

Create a welcoming and enjoyable environment for supporters, visitors, players and community groups by delivering excellent customer service and matchday experiences across the club.

People

Lead, develop and support bar staff through effective training, communication and leadership, helping create a positive and high-performing team culture.

Partnerships

Build strong relationships with suppliers, event organisers and internal departments to ensure smooth operations and consistent service delivery across the venue.

Finance

Support a sustainable financial model through effective stock control, efficient operations, strong sales performance and the profitable delivery of matchdays and events.

Our Values in Action

We Set the Tone: By maintaining high standards of service, presentation, compliance and professionalism across all bar operations.

We Exceed Potential: By continually improving customer experiences, operational efficiency and team performance.

We Connect With People: By creating a friendly, welcoming atmosphere and delivering positive experiences for supporters, guests, staff and visitors.

We Aim High: By identifying opportunities to grow revenue, enhance service delivery and raise standards across the club's hospitality offering.

Essential Experience & Qualifications

Previous experience in bar supervision or management (minimum 1 year)
Experience managing multiple bar outlets within one venue
Experience delivering bar operations at busy sporting events, matchdays or large-scale events
Proficient in cellar management and beer line cleaning
Understanding and implementation of Challenge 25
Knowledge of licensing legislation and responsible alcohol service

Desirable

Level 2 Award in Food Safety (or equivalent)
Health and Safety training
Experience of managing bar operations within a football club, stadium or sports venue

Annual Leave:

28 days including bank holidays

Benefits:

- Friends and Family season ticket
- Uniform supplied
- Annual employee wellbeing grant
- Pension with employer contribution (after 3 months)
- Free school holiday childcare (ages 4 to 12) at Ignite Sport UK Holiday Camps
- On site parking

Work Location:

In person, Oxford City FC, The Community Arena, Oxford, OX3 0NQ

How to apply:

To apply, please send a copy of your CV and a covering letter to our recruitment team: club@oxcityfc.co.uk telling us why you are the best candidate for this role.

Application deadline: October 18th

We uphold a robust recruitment process. Applicants must be eligible to work in the UK and willing to undergo an enhanced DBS check with additional vetting. Applicants will be required to complete safeguarding and health and safety training as part of the induction process.

Oxford City Football Club is an Equal Opportunities Employer. We celebrate diversity and are committed to creating and maintaining an inclusive environment for all employees.