

## **JOB DESCRIPTION**

<b>Job Title:</b>	Bar Supervisor
<b>Reporting to:</b>	Stratford East Trading (SET) Manager
<b>Supervising:</b>	Bar Assistants
<b>Key Working Relationships:</b>	Assistant Bar Manager, Duty Managers

## **MAIN PURPOSE OF THE POST**

This is a casual position working for Stratford East (Trading) in Stratford East's bar. You will ensure the theatre continues to provide a high level of customer satisfaction to theatre-goers and the general public - maintaining the famous warm and friendly atmosphere in our bar, and ensuring a high level of customer service.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **Customer Service and welcome**

- Be customer focused, welcoming, committed and diligent

- Maintain knowledge of the bar's services, such as the drinks menu and additional services (e.g. interval drinks ordering)
- Be pro-active in bar sales to ensure maximum profitability
- Work with other staff to ensure consistency of service
- Work with the catering provider to ensure consistent and seamless service, and ensure bar you understand the catering provision
- Ensure tables are cleared in a smooth, calm and friendly fashion
- Ensure drinks are served good time and be aware and prepared for peak service times
- Assist with internal and external events
- Deal professionally with complaints and report any incidents to the SET Manager, Theatre Operations Manager, or Operations Director

### **Staffing and Management**

- Cover the SET Manager, when necessary
- Supervise Bar Assistants

### **Health and Safety**

- Act as Duty Manager when needed, with a full knowledge of fire evacuation procedures and adherence to stringent opening and closing protocol
- Be Fire Marshall trained (training will be provided if necessary)

- Ensure that appropriate measures are adhered to ensure the health and safety of bar staff and guests
- Be a qualified first aider for the organisation (training will be given if necessary). Be actively available to provide first aid and management of any illness, accident or incidents across all sites managed by TRSE, including the completion of accident reports

### **Finance and Stock**

- Correctly operate the Bar's cash register and EPOS systems
- Adhere to stock control procedures

### **Maintenance**

- Ensure that a good standard of cleanliness is maintained throughout the bar area
- Ensure any maintenance issues are reported to the Bar Manager

### **Other**

- Take part in training sessions, as required
- Advocate for TRSE, its mission, aims and activity.
- Act as a public face for TRSE; acting professionally and responsibly without bringing the TRSE name into disrepute.
- Remain familiar with the TRSE's programme and other facilities, in order to converse with customers in an informed and confident manner.

- To be familiar with and abide by all TRSE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- Other tasks as required, commensurate with the overall purpose of the post.

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Experience and Knowledge</b>		
Experience of customer service delivery	X	
Experience of working in a demanding bar	X	
Experience of cash handling	X	
A good knowledge of the local area and an understanding of Stratford East's audiences		X
Experience of managing other staff		X
<b>Skills</b>		
Good communication skills	X	
Strong numeracy skills	X	
<b>Personal Attributes</b>		
Ability to work effectively under pressure and remain calm at all times	X	

Able to work flexible shifts, including weekday daytimes, weekends and evenings on a consistent reliable basis	X	
Able to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people	X	
A keen interest in theatre	X	

## INFORMATION

TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.

**Contract type:** Casual

**Salary:** £12.30 per hour

**Hours of Work:** Shifts may be Monday to Sunday, with both day and evening shifts available

**Other:** The post holder must be over 18 years of age (due to licencing regulations)

## HOW TO APPLY

To apply, please upload and submit your CV and cover letter, stating why you are suitable for the role, here <https://hr.breathehr.com/v/casual-bar-staff-35689>

This post is being advertised on a rolling basis. If your application is successful, we will contact you to arrange an interview at a time that is convenient and suitable for both parties.

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