

SEPT 2025

Thank you for your interest in the post of **Assistant Bar Manager**

This pack includes information on Theatre Royal Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website www.stratfordeast.com for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

Access requirements for the application process

We want to make this application process as accessible as possible and supply large print application packs. We will accept covering letters and CVs in a video or audio format.

We appreciate that some candidates will have needs which mean that it is preferable for them to submit a recorded application, rather than a written one.

Recorded applications should be:

- No longer than 5 minutes, unless longer is needed to meet your access needs
- We welcome application videos in BSL

If you have any specific requirements including anything you might need should you get called for interview (e.g. interpreters, information in different formats etc.), or would like to discuss any aspect of the role in confidence, please contact recruitment@stratfordeast.com.

Please note, any information you provide around your access requirements will not form part of the shortlisting process.

To apply for the post, please:

Enter your details on our online submission form: [HERE](#)

- and upload your covering letter and CV.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)
- If you choose to submit a recorded application, please email the recording to recruitment@stratfordeast.com
- If your recorded application can be found online, please send the link to recruitment@stratfordeast.com
- When submitting your covering letter and CV via our website, please ensure your full name is part of the file name of the document you upload.
- Please ensure your CV is no longer than 2 pages.
- Please include why you want the job and how your skills meet the person specification within your covering letter.

The deadline for receipt of completed applications is **Midday on Monday 22 September 2025. Applications received after midday on the deadline date will not be accepted.**

It is intended that initial interviews will take place on **w/c 29 September 2025**

We may ask you to carry out a task as part of the interview process. We give as much notice as possible ahead of a task. We are happy to make reasonable adjustments for applicants, if needed, to complete the task.

We look forward to receiving your application and thank you for your interest in Theatre Royal Stratford East.

Theatre Royal Stratford East

Stratford East makes theatre both for, and inspired by, our community in Newham, East London. We continue the political and revolutionary ethos of our founder Joan Littlewood as a leading London theatre and civic hub for East London. We are driven by our art, inclusive and bold.

We tell stories that provoke discourse about the world we live in and our place within it.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood's legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Lisa Spirling's Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. We are celebrating 140 years of Stratford East with a jam-packed season of shows that celebrate our community spirit, carrying the baton of the past brightly into the now, and onto the future. For more information visit our website.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative

talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
- provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

Governance and Finances

Theatre Royal Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors who delegate day-to-day management of the theatre to its Executive Team: Lisa Spirling (Artistic Director and CEO) and Hanna Streeter (Executive Director and CEO).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

Safeguarding and Safer Recruitment Practises

Stratford East is committed to safeguarding and embeds safeguarding in all of its working practices.

As part of our recruitment process, we ask applicants to agree to undertake a DBS check and complete a self-disclosure form, if applicable to the role.

If required, applicants will need to complete a self-disclosure form if invited to an interview. The completed form should be brought to the interview in a sealed envelope, marked 'confidential'. The envelope will only be opened, and the contents reviewed, as part of our referencing process, if the candidate is successful. All unopened disclosure forms will be shredded.

References are only sought for successful candidates, when referees are approached, we will ask them to assess the candidate's suitability for the role if it involves working with children, young people, and vulnerable adults.

JOB DESCRIPTION

Job Title:	Assistant Bar Manager
Reporting to:	Stratford East Trading Manager
Responsible for:	Bar Assistants
Key Working Relationships:	Bar Supervisors, Duty Managers, Island Vibe Kitchen

MAIN PURPOSE OF THE POST

The Assistant Bar Manager will work closely with the Stratford East Trading Manager to ensure consistency of service across the week and in the absence of the SET Manager. They 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. They will support the SET Manager with scheduling staff, stock control, ordering and event/ entertainment management. The role works for Stratford East Trading, Stratford East's (SE) trading subsidiary.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Customer Service and Welcome

- Be customer focused, welcoming, committed and diligent
- Ensure the ambiance in the bar reflects the SE brand including:
 - Appropriate lighting
 - Music choice and music levels
 - Temperature and outside areas access
- Maintain excellent 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 our food provider Island Vibez Kitchen to ensure consistent and seamless service, and ensure you understand the catering provision
- Ensure tables are cleared in a smooth, calm and friendly fashion
- Ensure drinks are served in good time and be aware and prepared for peak service times
- Assist with internal and external events and entertainment
- Deal professionally with complaints and report any incidents to the appropriate staff

Staffing and Management

- Cover the SET Manager, when necessary, including ensuring shifts are fully staffed and stock is ordered and received
- Work with the SET Manager to ensure all staff are fully trained and regularly briefed with all information required on shift.
- Motivate the team on shift to always deliver excellent customer service, and work with staff to ensure consistency of service

Compliance

- With knowledge of UK licensing regulations, authorise the sale of alcohol, ensuring that the alcohol sales are in full compliance with the requirements of the Licensing Act (2003) and the conditions of the SE Premises Licence
- With knowledge of food safety regulations, ensure the bar is always compliant with current regulations and operated with best practice at all times.

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
- Regularly hold the position of either Fire Marshal or Evacuation Officer in accordance with SE Standard Operating Procedures (training will be provided)
- 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 SE, including the completion of accident and incident reports

Finance and Stock

- Correctly operate the Bar's cash register and EPOS systems
- Adhere to stock control procedures
- Oversee cashing-up of takings and receipts and completing any relevant reports
- Work with the SET Manager to order all bar stock ensuring effective stock supply, rotation and minimum wastage
- Work with the SET Manager to perform weekly stock checks to ensure stock levels are carefully maintained
- Ensure all staff are correctly logging wastage.

Maintenance

- Ensure that a good standard of cleanliness is maintained throughout the bar area and cellar, including weekly beer line cleans
- Ensure any maintenance issues are logged in daily reports and escalated as appropriate

Climate

- Encourage Bar staff to recycle as much customer waste as possible
- Communicate our climate priorities and initiatives to visitors wherever possible
- Be an active member of the climate committee, proactively contributing ideas to our environmental action plan regarding bar operations- making suggestions and working with the Operations Director and SET Manager to drive sustainable practices.

Other

- Follow SE's procedures for completing and distributing a Bar shift report and ensure that all other daily Bar records including staff timesheets are complete
- Take part in and leading training sessions, as required

- Advocate for SE, its mission, aims and activity.
- Act as a public face for SE; acting professionally and responsibly without bringing the SE name into disrepute.
- Remain familiar with the SE'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 SE 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

Experience and Knowledge
Experience of customer service delivery
Experience of working in a demanding bar
Experience of cash handling
Experience of supervising staff
Experience of stocktaking and ordering
Knowledge of the Licensing Act 2003
Knowledge of Health and Safety legislation including Health and safety training
Skills
Strong numeracy skills
Good communication skills
Good organisational skills
Personal Attributes
Ability to work effectively under pressure and remain calm at all times
Able to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people
Flexible approach to duties and working hours
Demonstrable commitment to working within diverse communities

We are looking for the best person for the role. We understand that every applicant will have different strengths and development areas to accommodate, and we are open to discussions around how we can support the postholder.

Please apply if you believe you have demonstrable experience to take into consideration, even if you do not have everything listed above.

Contract type: Part time, permanent

Salary: £14.70 per hour. (£30,576 pa pro rata)

Hours of Work: This role works during unsocial hours with a minimum of 24 hours a week.
Working 3 out of 7 days worked across Monday to Sunday, including one day admin/back of house and two evenings leading the shift.
This role is required to regularly work our Soca Sundays which take place on the first Sunday of every month.

Holidays: 30 days per annum including bank holidays. This will increase by 1 day for each full holiday year of service completed to a maximum total of 33 days. **Holiday is pro rata for part time roles.**

Probation: 3 months

Notice Period: 6 weeks (after probation)

Pension: Up to 5% matched pension contribution after qualifying period

Other Benefits: Season ticket loans, Cycle to Work Scheme, complimentary theatre tickets, staff catering discount, Employee Assistance Programme (support and advice via phone and online for on various matters including legal, debt, counselling etc.)

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.

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