



May 2018

## **Application Pack for the post of Assistant Bar Manager**

Thank you for requesting information about this role at Arcola Theatre.

In this pack, you will find the job description and person specification for this post together with an application form and Equal Opportunities monitoring form.

To apply please complete the application form fully and email it to [jobs@arcolatheatre.com](mailto:jobs@arcolatheatre.com) (placing 'Assistant Bar Manager' in the subject line).

Please note that only applications submitted on the Arcola Application Form can be considered.

Please feel free to save and send the Equal Opportunities monitoring form separately from your application form.

Please note that we can only accept applications from people who have a work permit for the UK.

Unfortunately, as we are a charity with limited resources, we will only respond to shortlisted applicants so if you have not heard from us by the end of June your applications will have been unsuccessful.

*Please note: This is not an entry level post, nor should it be considered by those whose primary focus is to work creatively within the theatre industry. The Arcola is proud to offer opportunities to all of its employees to develop in a variety of different areas, but the focus of this post remains the commercial aspects of day-to-day bar management and long-term events planning / development. As such, experience of working within a theatre environment is not required for this post although interest in the performing arts is desirable.*

**Deadline:**

**Midday 21st June 2018**

## **Assistant Bar Manager**

### **Job description**

Working Hours: 35 / 40 hours

Salary: £21,000 (pro rata)  
(Dependent upon experience / agreed hours)

Reporting to: Bar Manager

Responsible for: Bar Supervisors / All Casual Bar Staff

### **About the Arcola Café/Bar**

Arcola Bar, along with the theatre itself, is at an exciting stage of development with a wide-ranging programme of live music and late-night events. We are seeking a candidate to continue this upwards growth through both a careful nurturing of the existing events programme and an input of new, fresh ideas. This is a position with much scope for creative, exciting, and diverse programming to complement daytime and evening trade.

The Bar team are responsible for opening and closing the building.

### **Opening Hours**

Café:  
MON – SAT (10am – 6pm)

Bar:  
MON – THURS (5pm – Midnight)  
FRI (5pm – 2.30am)  
SAT (2pm – 3am)  
Semi-regular Sunday openings (normally 2/3 a month, and based upon MON – THURS timings)

### **Suppliers**

Arcola Bar is proud to work with local suppliers and offer a wide-ranging selection of drinks and food. These include:

*Hackney Square Root Sodas / Jones & Sons / Café Route / Fourpure Brewery / Howling Hops / Southpaw / Wild Card Brewery / East London Liquor Co. / Spence Bakery / Climpson & Sons Coffee*

We are looking for a candidate who will continue this ethos of local and sustainable products.

Arcola Bar prides itself on catering for people at all times of the day or night. Early morning coffee and pastry, mid-afternoon cake, early evening pre-show dinner, late night cocktails – this is an ever-changing bar over the course of a day and we are looking for a candidate who is suitably adaptable and flexible to ever changing audiences.

## Events

A crucial part of the bar's revenue comes from event programming. Please see our website for details of upcoming nights (these range from 5-piece swing jazz bands to Hip-Hop DJ's). Special events such as press nights, and private hires are also to be catered for.

The bar is an essential part of the Arcola experience and represents a key income generator for the theatre. You will be working closely with the *Bar Manager* as well as the *Front of House and box office team*, ensuring that FOH and Bar/café work well together in offering excellent customer service and supporting each other's functions.

## Main Purposes of the Job

To assist the *Bar Manager* in the day-to-day operations and development of a constantly evolving, multifunctional bar.

The post holder will run shifts in the bar, overseeing all bar staff, customer service and operations ensuring that the bar runs smoothly and that excellent service is provided to all visitors. In addition, there will be a degree of administrative support involved (stock ordering, scheduling, and events coordination).

## Key responsibilities

### The post holder will:

#### Bar Supervision

- ensure that
  - excellent customer service is delivered at all times
  - appropriate service speeds are achieved and policies relating to service standards and procedures are followed
  - the comfort and wellbeing of all visitors when the building is open
  - all relevant legislation (licensing etc) is adhered to
  - accurate cashing -up and cleaning procedures are carried at end of night
  - cleaning routines are carried out to expected standards
  - all staff are fully briefed about menus, offers and other venue details
- promote and practise relevant health and safety and fire safety standards
- maintain and ensure adherence to effective security procedures, including opening and closing procedures
- set a good example for bar/cafe staff with regard to punctuality, attendance, attitude, and hygiene. Ensure that high standards are maintained at all times

## Stock & Supplies

### Stock & Supplies

- help maintain an overview of stock and manage physical stock control during shifts, ensuring full availability of all menu items
- assist the *Bar Manager* in maintaining effective stock control, storage, rotation and inventories to minimize wastage
- when required, to order appropriate amounts of stock in accordance with ordering structures and patterns set out by the *Bar Manager*
- ensure
  - all deliveries are received and confirmed correctly and that all relevant

- delivery notes/ invoices are correct
- all services and items are being charged for correctly

### **Hygiene & Waste**

- ensure
  - a high standard of food hygiene is maintained in the kitchen and service areas
  - the display of food is maintained, food kept at the required temperatures and ensuring cleanliness and the best possible presentation of food at all times.
  - all food and drink waste is recorded in line with company policies
- Ensure all food prepared and served complies with food hygiene standards
- Ensure the implementation of a weekly bar clean (inc. regular beer-line cleans).

### **Finance & Cash Handling**

- ensure that
  - all cash/financial procedures are carried out correctly and fully and to the required standards
  - all cash and stock is kept safely whilst on the premises
  - tills and pdfs are operated correctly
  - cash takings are accurately recorded and reconciled
- ensure daily bar float counts
- monitor out-going petty cash expenses, and ensure their recording within Arcola Theatre Receipt Bank

### **Staffing**

- manage the café/bar team during your shifts, ensuring staff carry out their work to the expected standards at all times
- support *Bar Manager* with recruitment
- ensure that all policies and procedures are followed correctly and fully at all times

### **General**

- Support colleagues in other teams in the running of a range of special events, including hires of the building, press nights, corporate events, meetings and community participatory activities.
- Assist development of the bar's events programme
- Actively support and promote Arcola Theatre's commitment to diversity and equal opportunities in every area of the Theatre's work
- Work within all Arcola policies, procedures and budgets, in particular health and safety, equal opportunities, confidentiality and data protection
- Be informed about, promote and support all of Arcola's work and teams
- Be proactive about own training and personal development
- Participate in staff meetings where required
- Carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

### **Person Specification**

#### **Experience**

- good experience (12 months +) in *bar supervision*, preferably in London
- experience of working in a multi-faceted venue desirable
- experience of

- managing cash and stock
- leading and motivating a team
- working in busy, late night environments
- Barista experience desirable
- Experience of theatre environment not required

### **Knowledge**

- of food preparation
- of Health & safety, food hygiene, licensing laws and cash handling
- excellent command of English
- competent IT, numeracy and literacy skills

### **Ability and Aptitude**

- Relentless customer focus
- Solutions-focused
- Confident communicator, able to remain calm under pressure
- Self-motivated

### **Other**

- Personal interest in performing arts desirable but not essential

### **Terms and Conditions:**

**Start:** August 2018

**Probation period:** 3 months

**Hours:** 35 / 40 hours per week,  
Shift Based

**Holidays:** 28 days per annum including public holidays

**Salary:** £21,000 (pro rata)

**Access:** the theatre is wheelchair accessible throughout

**Benefits:** free tickets to Arcola shows (when not on duty and subject to availability)

Arcola staff discount on all food and drink