



May 2018

Application Pack for the post of 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.
- The Application Form and Equal Opportunities Forms can be found on our website.
- Return completed forms to: jobs@arcolatheatre.com (placing **Bar Manager** in the subject line).
- Note that only applications submitted on the Arcola Application Form can be considered.
- Please feel free to send the Equal Opportunities 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, due to 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.

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

Bar Manager

Job description

Working Hours: 40 hours per week (shift based)

Salary: £25,000 - £27,000 (dependent upon experience)
Reporting to: Executive Director / Executive Producer
Responsible for: Assistant Bar Manager / 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 *Assistant 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 manage the day-to-day operations and development of a constantly evolving, multifunctional bar.

The post holder will have three distinct areas of work.

- Administrative management of a busy theatre bar (including – but not limited to – stock control, rota's, ordering, and invoicing). There are two / three office days per week built in to accommodate these requirements.
- Coordination of the events programming – either through self-booking or working with our existing roster of promoters to ensure Friday and Saturday nights (in particular) are always taken care of.
- Management of 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.

The role is split time-wise roughly 40% Office / 60% Bar.

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
 - Events are organised supervised
 - 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 and be responsible for implementing correct health and safety procedure
- 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
- Undertake First Aid Training (provided through Arcola) and act as Duty Manager after FOH closes

Stock & Supplies

- maintain an overview of stock and manage physical stock control during shifts, ensuring full availability of all menu items
- maintain effective stock control, storage, rotation and inventories to minimize wastage
- to carry out monthly stock takes with our PointOne till system
- to order appropriate amounts of stock from all required suppliers (there is a large number due to the individuality and locality of the menu)
- 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 complied 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
- manage bar float to fulfil change requirements
- Events are quoted and invoiced for accurately
- 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, ensuring staff carry out their work to the expected standards at all times
- Manage any disciplinary or HR procedures in line with Arcola policy
- Liaise and organise security staff when necessary
- lead on the recruitment, induction and to lead on the training of café/bar staff
- ensure semi-regular training sessions both internally and through external suppliers for the maintenance and improvement of bar staff knowledge
- ensure that all policies and procedures are followed correctly and fully at all times
- regularly liaise with the FOH and Box Office Managers to ensure seamless cooperation between both teams in delivering excellent service to all visitors
- to act as the main point of contact with regards to shift cover and swaps. To update and monitor the rota over the course of the month to ensure that all shifts are covered by people of the appropriate skills.

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.
- To continue the development of the bar's events programme
- Work with the technical department to ensure the upkeep of the bar's sound equipment
- 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 and training as and when 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 (18 months +) in *bar management*, preferably in London
- experience of working in a multi-faceted venue desirable
- experience of
 - managing cash and stock and financial reporting
 - leading and motivating a team
 - working with events promoters
 - 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
- Must have strong administration skills and demonstrate a high level of attention to detail.

Ability and Aptitude

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

Other

- Personal Licence holder required; Food Hygiene Certificate holder preferred
- Personal interest in performing arts desirable but not essential

Terms and Conditions:

Start:	August 2018
Probation period:	3 months
Hours:	40 hours per week, Shift Based
Holidays:	28 days per annum including public holidays, pro-rated
Salary:	£25,000 - £27,000 (dependent upon experience)
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