



Bar Supervisor

Job description

Working Hours: 35-40 hours per week (shift based)

Salary: £7.70 p/h plus performance related bonuses

Reporting to: Bar Manager

Responsible for: All bar staff

About the Arcola Café/Bar

Arcola Bar is unlike any other theatre bar. Having undergone a period of rapid development, the bar operates from first thing in the morning through its 'Coffee Hut' until last thing at night in the main bar and features a variety of live music, DJ's, and pop-up performances.

The café operates MON – SAT from 10am until 8pm.

The bar is open MON – THURS from 5pm until Midnight, FRI from 5pm until 1am, and SAT from 2pm until 3am.

Sunday openings vary (normally 2/3 a month) and tend to follow the standard MON – THURS pattern.

Arcola Bar offers a wide range of locally sourced, and unusual, food and drink options including (but not limited to):

FourPure Draft, East London Brewery, 40FT, Redchurch Brewery, Hackney's Square Root Soda's, Dalston Cola, and a partnership with the delicious Arancini Brothers offering great hot food at affordable prices.

A key part of the Bar's growth are events, and there already exists a successful weekly Saturday night club night and Live Music Friday nights. As the year continues, this will likely expand to continue pushing the bar forwards as a venue in its own right.

The primary responsibility of the Café / Bar is to serve both theatre and non-theatre visitors and to support the Front of House in the presentation of the building to the public.

The seating capacity is approx.70 and the standing capacity with furniture removed is 200.

On performance days, up to 300 visitors may be served before, during and after shows both in the cafe and in the theatre foyer.

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 our *Bar Manager* and *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 assist the Bar Manager and Assistant 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.

A week will encompass a combination of daytime and evening shifts, with the post holder expected to fulfil late night weekend duties when required.

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 and ensure that high standards are maintained at all times

Stock & Supplies

- maintain an overview of stock and manage physical stock control during shifts, ensuring full availability of all menu items
- help maintain effective stock control, storage, rotation and inventories to minimize wastage
- ensure when required
 - 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

Finance & Cash Handling

- ensure that

- all cash/financial procedures are carried out correctly and fully and that management receives all reports promptly and to the required standards
- all cash and stock is kept safely whilst on the premises
- tills and pdqs are operated correctly
- cash takings are accurately recorded and reconciled
- manage bar float to fulfil change requirements

Staffing

- manage the café/bar team during your shifts, ensuring staff carry out their work to the expected standards at all times
- assist with induction and training of café/bar staff
- help to 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

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 support and assist the Bar Manager and Assistant Bar Manager in the development and implementation 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

Person Specification

Experience

- experience (6 months +) *in bar* supervision, preferably in London;
- experience of working in a multi-faceted venue desirable
- experience of
 - working in busy, late night environments
 - shift management
- Barista experience desirable

Knowledge

- of food preparation
- of Health & safety, food hygiene, licensing laws and cash handling
- understanding of the performing arts and the nature and demands of operating within an arts/events venue
- excellent command of English
- competent numeracy and literacy skills

Ability and Aptitude

- Relentless customer focus
- Solutions-focused
- Confident communicator, able to remain calm under pressure
- Self-motivated
- Willing to take on jobs to balance the team workload

Other

- personal licence holder preferred, but non-essential

- 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.

Terms and Conditions:

Start:	Late August / Beginning September 2016
Probation period:	3 months
Hours:	35 – 40 hours per week, 4-5 shifts per week
Holidays:	28 days per annum including public holidays, pro-rated
Salary:	£7.70ph plus pre-agreed performance related bonuses
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

Application Procedure:

Please email a CV, cover letter, and Equal Opportunities Form to bar@arcolatheatre.com placing *Bar Supervisor* in the subject line.

Deadline: **Monday 15th August 2016 at 5pm.**

Applications will be assessed as they come in and interviews arranged individually