

March 2019

**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.
* We will be reviewing applications on a weekly basis and will recruit when we have met the right candidate.
* 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.*

**Job description - Bar Manager**

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 is first and foremost a Theatre Bar, serving theatre audiences up to 7 days per week. The small bar is co-located with 2 theatre spaces of 200 and 100 seats respectively, with the theatre foyer flowing in to the bar.

As well as serving theatre audiences, Arcola Bar has a late-night programme of live music and late-night events, fitted around the main theatre programme. See <https://www.arcolatheatre.com/bar/> 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 is 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.

**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)

**Main Purposes of the Job**

To run Arcola Bar, leading the Arcola Bar Team. You will have four distinct areas of work.

* The Bar Manager is a core part of the wider Arcola Theatre staff team. You will join the weekly company meetings and shape bar operations around the theatre programme.
* Events programming – either through self-booking or working with our existing roster of promoters to ensure Friday and Saturday nights (in particular) are always busy after-hours.
* Management of the Bar team, including recruiting, rotoring and training staff, overseeing all customer service and operations. The Bar team are responsible for the daily opening and closing the building.
* Administration of all bar activities, including contracting events, managing stock and suppliers; working closely with HR and Finance teams.

The role is split roughly 50% Office / 50% Bar floor.

**Key responsibilities**

**Theatre Interactions & Building Operations**

* The Bar is a core part of the theatre building and all activities need to be coordinated, thus the Bar Manager is part of the Venue Operations Team alongside Theatre Front of House, Space Hire and Technical Teams
* The Bar Manager will support 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.

**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 practice 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 in the 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 served complies with food hygiene standards
* Ensure the implementation of a weekly bar clean (inc. regular beer-line cleans).

**Finance & Cash Handling**

* Running the PointOne Till system for the Bar <http://www.pointone-epos.co.uk/>
* Ensure that all cash/financial procedures are observed
* Manage bar float
* Ensure events costs are quoted and invoiced for accurately
* Manage and ensure documentation of petty cash expenses

**Staffing**

* Manage the café/bar team, ensuring staff carry out their work to the expected standards
* 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 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
* 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**

* Work with the technical department to ensure the upkeep of the bar’s sound equipment
* Support and promote Arcola Theatre’s commitment to diversity and equal opportunities in every area of the Theatre’s work
* 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**

* Health & safety, food hygiene, licensing laws and cash handling
* Competent IT, numeracy and literacy skills
* Must have strong administration skills and demonstrate a high level of attention to detail.

**Ability and Aptitude**

* Positive & solutions-focused
* Confident communicator, able to remain calm under pressure
* Self-motivated

**Other**

* Personal Licence holder preferred; Food Hygiene Certificate holder preferred
* Personal interest in performing arts desirable but not essential
* Knowledge of theatre box office / front of house operations desirable

Terms and Conditions:

Start: April 2019

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.