



Job Description - Bar Supervisor

About the Arcola Café/Bar

Arcola Bar is first and foremost a Theatre Bar, serving theatre audiences up to 7 days per week.

The 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 DJs]. 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 *Bar Manager* as well as the *Front of House and Box Office team*, ensuring that FoH and Café/Bar work well together in offering excellent customer service and supporting each other's functions.

OPENING HOURS

Café

Mon to Sat: 10am – 6pm

Bar

Mon to Tues: 5pm – Midnight

Wed: 2pm – Midnight

Thurs to Fri: 5pm – 2.30am

Sat: 2pm – 3am

Sun: 5pm – 10pm [semi-regular/dependent on programming]

JOB DESCRIPTION

Position: Bar Supervisor

Report to: Bar Manager & Assistant Bar Manager

RESPONSIBILITIES

- Working on the bar/café to deliver efficient and excellent customer service with an open, welcoming and friendly manner.
- In absence of the Bars Managers, be the responsible person in charge while the bars are open to the public by supervising staff.
- Assist with ensuring that bar staff for the shift have appropriate performance information so they can deliver excellent customer service.
- Ensuring safe evacuation of the entire building [members of the public and staff] in the event of an emergency; liaison with Emergency services.
- To be familiar with the fire alarm system and emergency evacuation / invac procedure [training will be provided] in order to take full responsibility and implement these systems while on duty.
- Take responsibility for ensuring that daily cash reconciliation is carried out according to existing procedures.
- Cash up sales, according to procedures and report any discrepancies that may occur.

- Effectively operate the EPOS system and follow existing cash handling and card payments sales procedures.
- As required, assist with replenishing stock and line checks, reporting any discrepancies to the relevant manager. Assist with moving of stock from one location to another.
- Security of the bar area and theatre building, at the end of the shift, as key holder.
- Writing detailed bar reports at the end of the shift that records takings/figures and highlights any aspects, issues and action points.
- Attending team meetings and training sessions as appropriate.
- Ensure the bar and floor areas are clean, tidy and presentable at all times.
- Proactively keep up to date with current promotions and new products. Make customers aware of offers on our product range.
- Assist with ensuring that health, safety and hygiene, along with licensing regulations are met at all times.
- Take responsibility for keeping up to date with information about the Arcola and its arts programming.

PERSONAL SPECIFICATION

- Previous bar or customer service experience, ideally with some team leader or supervisory exposure.
- A good level of numeracy with experience of cash handling and using an EPOS system.
- Basic knowledge of health and safety and/or hygiene issues is desirable.
- Highly motivated and enthusiastic team leader who can demonstrate a genuine passion and belief in providing exceptional customer experience.
- Ability to work under front line pressure while maintaining an efficient and effective service at all times.
- Excellent communication skills.
- Excellent time keeping skills with a responsible approach to work.
- Ability to react quickly to new information and situations.
- Ability to work evenings and weekends essential.
- First Aid & Fire Marshal trained, with certificate is desired.
- Personal Licence holder preferred; Food Hygiene Certificate holder preferred.
- Interest in Theatre & Arts.

TERMS & CONDITIONS

Start:	Immediate
Contract type:	Casual
Hours:	Shift based part-time work [20/30 hours]
Holidays:	12% paid holiday allowance added to monthly pay
Rate of Pay:	£9.50 - 10.55 per hour, dependent on experience
Access:	Arcola is wheelchair accessible throughout
Benefits:	Complimentary Staff tickets for you and a guest, when not on duty and subject to availability. Arcola staff discount on all food and drink

APPLICATION

- To apply for the posts please complete the application form **[please do not send CVs]** and Equal Opportunities form found at <https://www.arcolatheatre.com/about/work/> and return to jobs@arcolatheatre.com, with the subject line heading: **Bar Supervisor**
- 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.

The deadline for applications is: 12pm Monday 26th August 2019

Interviews will take place the week commencing: 2nd September 2019