

JOB DESCRIPTION

Job Title:	Bar Assistant
Reporting to:	Stratford East Trading Manager (Bar Manager)
Key Working Relationships	Assistant Bar Manager, Bar Supervisors, Front of House Manager, Front of House staff, Duty Managers and all departments including the external catering provider
Department Information	The Bar Assistant is part of the Operations Team, which comprises: - Bar team - Front of House team - Duty Managers - Buildings and Facilities

MAIN PURPOSE OF THE POST

This is a casual position working for Stratford East (Trading) in Stratford East's bar. You will ensure the Theatre continues to provide a high level of customer satisfaction to theatregoers and the public - maintaining the famous warm and friendly atmosphere in our bar and ensuring a high level of customer service.

PRINCIPAL DUTIES AND RESPONSIBILITIES**Customer Service and welcome**

- Be customer focused, welcoming, committed and diligent

- Maintain knowledge of the bar's services, such as the drinks menu and additional services (e.g. interval drinks ordering)
- Be pro-active in bar sales to ensure maximum profitability
- Work with other staff to ensure consistency of service
- Work with the Catering provider to ensure consistent and seamless service, and ensure that you understand the catering provision
- Ensure tables are cleared in a smooth, calm and friendly fashion
- Ensure drinks are served good time and be aware and prepared for peak service times
- Assist with internal and external events
- Deal professionally with complaints and report any incidents to the Bar Shift Leader, Duty Manager, or Stratford East Trading Manager

Finance and Stock

- Correctly operate the Bar's cash register and EPOS systems
- Adhere to stock control procedures

Maintenance

- Ensure that a good standard of cleanliness is maintained throughout the bar area
- Ensure any maintenance issues are reported to the Bar Shift Leader

Other

- Take part in training sessions, as required
- Advocate for Stratford East, its mission, aims and activity.

- Act as a public face for Stratford East; acting professionally and responsibly without bringing the Stratford East's name into disrepute.
- Remain familiar with the Stratford East's programme and other facilities, in order to converse with customers in an informed and confident manner.
- To be familiar with and abide by all Stratford East's Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- Other tasks as required, commensurate with the overall purpose of the post.

PERSON SPECIFICATION

Experience

- Experience of customer service delivery
- Experience of working in a demanding bar
- Experience of cash handling

Knowledge

- A good knowledge of the local area and an understanding of Stratford East's audiences

Personal Attributes

- Ability to work effectively under pressure and remain calm at all times
- Good communication skills
- Strong numeracy skills
- Able to work flexible shifts, including weekday daytimes, weekends and evenings on a consistent reliable basis
- Able to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people

- A keen interest in theatre

INFORMATION

Stratford East is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.

Contract type:	Casual, flexible position, with no fixed working hours
Salary:	£14.42 per hour
Hours of Work:	Shifts may be Monday to Sunday, with both day and evening shifts available. Minimum call for duty shall be 4 hours
Holidays:	30 days per annum including bank holidays pro rata Holiday entitlement is based on a full-time working week and will be pro-rated based on hours worked
Other:	The post holder must be over 18 years of age (due to licencing regulations) Start date: w/b 1 st September for pre-training before our next show <i>Bloodsport: After Helen of Troy</i>

HOW TO APPLY

To apply, please upload and submit your CV and cover letter, stating why you are suitable for the role, here: [VACANCY](#)

The deadline for receipt of completed applications is **MIDDAY, FRIDAY 21 AUGUST**

Applications received after **MIDDAY** on the deadline date will not be accepted.

It is intended that initial interviews will take place at Stratford East on **TUESDAY 25 AND WEDNESDAY 26 AUGUST**

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