

## October 2021

Thank you for your interest in the post of **BAR SUPERVISOR**

This pack includes information on Theatre Royal Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website [www.stratfordeast.com](http://www.stratfordeast.com) for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

### **Access requirements for the application process**

We want to make this application process as accessible as possible and supply large print application packs. We will accept covering letters and CVs in a video or audio format.

We appreciate that some candidates will have needs which mean that it is preferable for them to submit a recorded application, rather than a written one.

Recorded applications should be:

- No longer than 5 minutes, unless longer is needed to meet your access needs
- We welcome application videos in BSL

If you have any specific requirements including anything you might need should you get called for interview (e.g. interpreters, information in different formats etc.), or would like to discuss any aspect of the role in confidence, please contact

[recruitment@stratfordeast.com](mailto:recruitment@stratfordeast.com).

**Please note, any information you provide around your access requirements will not form part of the shortlisting process.**

To apply for the post, please:

Enter your details on our online submission form:

<https://hr.breathehr.com/v/bar-supervisor-19177>

- and upload your covering letter and CV.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)
- If you choose to submit a recorded application, please email the recording to [recruitment@stratfordeast.com](mailto:recruitment@stratfordeast.com)

- If your recorded application can be found online, please send the link to [recruitment@stratfordeast.com](mailto:recruitment@stratfordeast.com)
- When submitting your covering letter and CV via our website, please ensure your full name is part of the file name of the document you upload.
- Please ensure your CV is no longer than 2 pages.

The deadline for receipt of completed applications is **(Wednesday 5<sup>TH</sup> January 2022) Applications received after (12.00 Noon) on the deadline date will not be accepted.**

## **Interviews**

*This post is being advertised on a rolling basis, as such we will not be allocating specific interview dates to candidates who are successful in moving to the next round of the recruitment process. If your application is successful, we will contact you to arrange an interview, in person or via video call, at a time that is convenient and suitable for both parties*

We may ask you to carry out a task as part of the interview process. We give as much notice as possible ahead of a task. We are happy to make reasonable adjustments for applicants, if needed, to complete the task.

We look forward to receiving your application and thank you for your interest in Theatre Royal Stratford East.

**TRSE 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.**

## **Theatre Royal Stratford East**

Stratford East makes theatre both for, and inspired by, our community in Newham, East London. We continue the political and revolutionary ethos of our founder Joan Littlewood as a leading London theatre and civic hub for East London. We are driven by our art, inclusive and bold.

We tell stories that provoke discourse about the world we live in and our place within it.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood's legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Theatre Royal

Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Nadia Fall's Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. Nadia's first season included a revival of *Equus*, which received seven 5 star reviews and a West End transfer, Sir Lenny Henry starred in a critically acclaimed and powerful rendition of August Wilson's *King Hedley II*, and we engaged over 300 young people in a large scale production of Benjamin Britten's *Noyes Fludde* in collaboration with English National Opera.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
- provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

## **Our Mission**

- We produce work of the highest artistic quality that is:
  - Popular: Theatre of the highest quality that seeks to move and entertain everyone
  - Political: Work that provokes discourse about the world we live in and our place within it
  - Inclusive: Stories that are representative of our East London home and speaks to a wider London audience and which strive for an expansive and imaginative portrayal of its diverse communities
- We ensure diversity and inclusion is central to everything we do
- We are investing in our Grade 2 listed building
- We work to be environmentally sustainable
- We nurture and develop our staff
- We create and champion opportunities for a diverse range of artists
- We develop an emerging generation of talent
- We present a year-round participation programme for people of all ages
- We engage with local partners and people in Newham and the East London area

## **Governance and Finances**

Theatre Royal Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors chaired by Dame Margaret Hodge MP. The Board delegate day-to-day management of the

theatre to its Executive Team: Nadia Fall (Artistic Director and CEO) and Eleanor Lang (Executive Director).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Newham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

## **COVID-19**

As with many in the theatre industry, our doors reopened to the public on 2nd June 2021 after a prolonged dark period due to the ongoing Coronavirus pandemic. This job description is written with our current plans in mind, however, in light of the current rapidly changing and unpredictable situation it is possible that priorities might change.

## **JOB DESCRIPTION**

**Job Title:** Bar Supervisor

**Reporting to:** Bar Manager

**Line-managing:** Bar Assistants

**Key Working Relationships** Front of House staff, Building Duty Managers and all departments including the external catering provider

**Department Information** The Bar Supervisor is part of the Operations Team, which comprises:

- Bar team
- Front of House team
- Building Duty Managers

## **MAIN PURPOSE OF THE POST**

This is a casual position working for Stratford East (Trading) in Theatre Royal Stratford East's (TRSE) bar. You will ensure the theatre continues to provide a high level of customer satisfaction to theatre-goers and the general 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 bar 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 Manager, FOH Manager, or Operations Manager

## **Staffing and Management**

- Cover the Bar Manager, when necessary

## **Health and Safety**

- Act as Building Duty Manager when needed, with a full knowledge of fire evacuation procedures and adherence to stringent opening and closing protocol
- Be Fire Marshall trained (training will be provided if necessary)

- Ensure that appropriate measures are adhered to ensure the health and safety of bar staff and guests
- Be a qualified first aider for the organisation (training will be given if necessary). Be actively available to provide first aid and management of any illness, accident or incidents across all sites managed by TRSE, including the completion of accident reports

## **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 Manager

## **Other**

- Take part in training sessions, as required
- Advocate for TRSE, its mission, aims and activity.
- Act as a public face for TRSE; acting professionally and responsibly without bringing the TRSE name into disrepute.
- Remain familiar with the TRSE'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 TRSE 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 TRSE'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

TRSE 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

**Salary:** £10.50 per hour

**Hours of Work:** Shifts may be Monday to Sunday, with both day and evening shifts available

**Holidays:** 30 days per annum including bank holidays pro rata

**Other:** The post holder must be over 18 years of age (due to licencing regulations)

End of Document.