

JOB DESCRIPTION

Job Title:	Bar Supervisor
Reporting to:	Bar Manager
Managing:	Bar Assistants
Key Working Relationships:	Assistant Bar Manager, 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

	Essential	Desirable
Experience and Knowledge		
Experience of customer service delivery	X	
Experience of working in a demanding bar	X	
Experience of cash handling	X	
A good knowledge of the local area and an understanding of Stratford East’s audiences		X
Experience of managing other staff		X
Skills		
Good communication skills	X	
Strong numeracy skills	X	
Personal Attributes		

Ability to work effectively under pressure and remain calm at all times	X	
Able to work flexible shifts, including weekday daytimes, weekends and evenings on a consistent reliable basis	X	
Able to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people	X	
A keen interest in theatre	X	

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

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

HOW TO APPLY

To apply, please upload and submit your CV and cover letter, stating why you are suitable for the role, here <https://hr.breathehr.com/v/bar-staff-25207>

This post is being advertised on a rolling basis. If your application is successful, we will contact you to arrange an interview at a time that is convenient and suitable for both parties.

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