

## Bar Supervisor

This role will be referred to in this Job Description Pack as Venue Supervisor (Bar).

The Bush Theatre is looking for an organised and enthusiastic Venue Supervisor (Bar) to work closely with the operations team in order to provide the best possible visitor experience and maximize revenue.

We are looking for an individual who would confidently supervise the day to day operations of our busy bar and assist the Venue Manager in executing bar strategies.

## How to Apply

This pack contains the Venue Supervisor (Bar) job description and person specification. To apply for the post please send a completed equal opportunities monitoring form along with your application.

We want you to have the opportunity to really tell us about yourself and explain to us why this position is right for you in whatever way feels most appropriate to you. All applications will be judged on content not on format.

Option 1: Fill out the Bush application form

Option 2: Send one of the following, alongside a basic CV:

- A personal statement (500 words max)
- Presentation - Keynote or PowerPoint
- Short video or sound file (5 minutes max)

All applications should address the following questions

- Tell us a little about yourself and why this position interests you
- Tell us what experience you have had that means you meet the person specification outlined in the job description, include practical examples
- What would you be bringing to this role
- Do you have any qualifications you want to tell us about

If you are applying in writing please send your application via email along with your equal opportunities form to [jobs@bushtheatre.co.uk](mailto:jobs@bushtheatre.co.uk) with **Venue Supervisor (Bar)** in the subject line.

You can upload a video or sound file with your equal opportunities form and CV to us using the We Transfer service <https://wettransfer.com/> – when using this service please send your file to [jobs@bushtheatre.co.uk](mailto:jobs@bushtheatre.co.uk) with **Venue Supervisor (Bar)** in the subject line.

Alternatively, you may post your application to:

Jessica Pentney  
Bush Theatre  
7 Uxbridge Road

Shepherd's Bush  
London  
W12 8LJ

If you have any need for this information in a different format please contact our Theatre Administrator, Jessica Pentney by email [jessicapentney@bushtheatre.co.uk](mailto:jessicapentney@bushtheatre.co.uk) or phone 0208743 3584.

Deadline for applications is **10am on Monday 9 August 2021.**

Interviews will take place on **Monday 23 August 2021.**

The value of equal opportunities runs through the heart of the organisation. Our diverse team and their range of experiences are vital to the Bush's success, but we still have work to do to make sure that Bush staff represent the communities we serve. We actively encourage people with different backgrounds to join us. We are particularly keen to receive applications from people of colour and disabled people who are currently underrepresented in our team. All disabled candidates who meet the minimum criteria will be invited to interview.

[Meet the Bush team](#)

## **Data Policy**

Your application and any associated personal information will be stored and processed in accordance with our Data Policy and destroyed after six months. We will keep your equal opportunities form for a period of up to 6 months, after which point the data will be anonymised and aggregated for monitoring purposes. If you are engaged by us, the information you supply will be kept securely and form part of your record with us.

## **VENUE SUPERVISOR (Bar) Job Description**

Responsible to: Venue Manager, Deputy Venue Manager  
Working alongside: Assistant Venue Managers, Duty Managers  
Responsible for: Venue Assistants (Bar)

### **Background**

**“One of the most experienced prospectors of raw talent in Europe.”– The Independent**

Under the leadership of Artistic Director Lynette Linton, the Bush Theatre is committed to presenting a diverse and innovative programme of new writing that speaks to and reflects contemporary society in all its diversity.

After nearly 40 years in residence over a pub on Shepherd’s Bush Green, the Bush Theatre moved into the Old Library in Shepherd’s Bush in October 2011. In 2017 we concluded a £4m redevelopment project to complete the transformation of the old library, making the building more accessible, more sustainable, and open to even more people; allowing us to produce more work, reach out to more people, and support more artists.

We retain a small-yet-mighty reputation. Recent successes include Arinzé Kene’s *Misty; Jellyfish* by Ben Weatherill, which transferred to the National Theatre; *Baby Reindeer* by Richard Gadd and *Chiaroscuro* by Jackie Kay. As the Bush approaches its 50th birthday in 2022 this is a particularly exciting time to join the team..

### **Purpose of the role**

To assist the Bar and Venue Manager in leading the bar, catering and front of house functions of the Bush theatre, maximizing revenue for the charity and realizing a competitive and enticing food and drink offer for new and existing audiences. Working with the Bar and Venue Manager taking responsibility in the day to day running of the bar and taking responsibility for the training and nurturing of the bar staff.

### **Areas of responsibility**

#### **Staff:**

- Assist the Venue Manager in recruiting Bar staff and ensuring that induction of new staff is carried out within the specified time frames.
- Ensure casual Bar Supervisors are prepared and up to date with the latest processes.
- Assist the Venue Manager with staff training on: service, food and drink knowledge, health and safety, hygiene and fire prevention matters. Help to organise training and weekly food and wine tests.
- Keep an overview of customer service standards and health and safety ensuring staff are dressed appropriately for shift including being neat and tidy
- Ensure overall morale is kept high and assist with ongoing assessment, nurturing and mentoring of the staff.
- Build and maintain good relationships across all departments.

- Undertake performance management of team including regular 1-1s and task delegation
- Assist the Venue Manager in implementing an efficient rota, ensuring shifts are covered at all times.
- Ensure all staff records are kept updated.

## **Service:**

- Vitally; to build, nurture, maintain and develop relationships with new and existing regulars.
- Run service - meeting, greeting and seating.
- Ensure that the Bush Welcome is being adhered to by staff by providing a warm and friendly community focussed service.
- Ensure table turning is managed in a smooth, calm and friendly fashion.
- Ensure food and drink are being served in good time.
- Ensure food and drink are being produced to a high quality – communicating any issues directly to the kitchen and bar immediately and after service.
- Management of group parties, private events and wine & food tasting events.
- Dealing professionally with complaints and recording any incidents.
- Respond to regulars' and community needs and expectations.

## **Finance / general admin:**

- Input and reconcile daily sales figures
- Receive and check deliveries
- Place orders in an organised and regular fashion
- Take reservations, do confirmations as necessary and reply to emails in an efficient fashion
- Update the food and drinks menus as necessary
- Update the till and ordering app as necessary
- Assist the Finance Assistant in processing Bar invoices

## **Health & Safety, Hygiene, Fire, Licence:**

- Assist the Venue Manager to ensure staff are trained on and understand the health and safety and hygiene standards required by law
- Assist the Venue Manager in creating and maintaining kitchen and food safety processes
- Ensure our systems are kept in place and up to date thereby providing that the building is kept safe and in order.
- Have sound knowledge of evacuation procedures and ensure staff are aware of their duties in an emergency
- Work with house management to plan and participate in any fire drills and fire safety trainings
- Ensure that the terms and conditions of liquor licensing law and our premises licence are understood and upheld by all Bar staff.

## **Maintenance:**

- Ensure the Library Bar is always well presented, clean and properly maintained both front and back of house.
- Manage and monitor a daily and weekly cleaning system.
- Deal with any basic maintenance issues in a prompt and efficient manner, documenting and recording repairs carried out, maintaining the make-up and fabric of the building in accordance with any Health and Safety/Hygiene requirements.

## **Food & drink:**

- Help to create drinks specials.
- Maintain a high level of enthusiasm for and knowledge of products and ingredients
- Ensure stock management processes are performed and administered in our systems

## **General**

- Maintain a good working relationship with the other theatre and local business.
- Attend read-throughs, sharings, previews, press and supporters' nights and other Bush Theatre events as required;
- Adhere to, and actively contribute to, Bush Theatre policies, including Equalities (including diversity, access, and equal opportunities), Environmental Sustainability Health & Safety.
- Carry out any other duties as may be reasonably required.

## **Person Specification:**

### **Essential**

- An affinity for the mission, vision and work of the Bush Theatre and a passion to help achieve the theatre's success
- Experience of working in a similar sized bar or cafe including food service
- Experience of supervising and motivating team members on shift
- Experience of stock management and control
- Experience of cash handling and reconciliationA calm, polite and efficient manner
- GoodStrong communications skills both verbal and written including dealing with customer queries, reporting and liaising with suppliers
- GoodStrong IT skills, in particular using Google and Microsoft Office applications
- Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephoneExcellent organisational skills and ability to multitask.
- A proven efficient self-starter who is able to take responsibility and exercise initiative, when appropriate, whilst also enjoying being a team member.

## **Desirable**

- Experience of working in an arts venue
- Experience of duty managing
- Hold a valid first aid qualification
- Hold a personal licence

## **TERMS AND CONDITIONS**

**Hours:** 35 Hours per week excluding breaks across at least five day including daytimes, evenings and weekends

**Salary:** £22.817 per annum pro rata

**Holidays:** 30 days per annum pro rata inclusive of Bank Holidays

Rising to 31 days after two years' service

Rising to 32 days after four years' service

**Probation:** Three Months

**Contract type:** Permanent

## **Other Benefits:**

- Interest-free season ticket loan (after probation) for employees
- Cycle to work scheme for employees
- Complimentary tickets to all Bush productions subject to availability
- 10% discount on food and drink at the Library Cafe Bar
- Access to a confidential counselling service