

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 maximise 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 register your interest for the post please register through our recruitment portal by following this link: <https://hr.breathehr.com/v/venue-supervisor-bar-23313>

Please include a CV and complete our Equal Opportunities Monitoring Form by following this link: <https://forms.gle/grFd3WBwGonTES5MA>

If you have any need for this information in a different format please contact our Theatre Administrator, Natasha Wright by email natashawright@bushtheatre.co.uk or phone 0208743 3584.

Register interest by **2pm on Friday 27 May 2022**

Open day **11am - 1pm on Wednesday 1 June 2022.**

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
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 Venue Manager in leading the bar, catering and front of house functions of the Bush theatre, maximising revenue for the charity and realising a competitive and enticing food and drink offer for new and existing audiences. Working with the Venue Manager, you will take responsibility for the day to day running of the bar and 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.
- Keep an overview of customer service standards and health and safety ensuring staff are dressed appropriately for shifts including being neat and tidy.
- Undertake performance management of the team including regular 1-1s and task delegation
- 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.
- Ensure all staff records are kept updated.

Service:

- 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.
- To keep up to date with all activities occurring in the venue including programme, community projects, events and hires and confidently communicate these to visitors

Finance / general admin:

- Receive and check deliveries.
- Assist Venue Manager with placing orders in a timely manner.
- Take reservations, do confirmations as necessary and reply to emails in an efficient fashion.
- Update the food and drinks menus 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

Other Duties:

- To train and act as a Venue Duty Manager as required
- To act as a key-holder and be responsible for the security of the building when opening and locking up

General

- Maintain a good working relationship with the other departments, suppliers and local businesses.
- 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
- 20% discount on food and drink at the Library Cafe Bar
- Access to a confidential counselling service