

Café Bar Manager

Bush Theatre is looking for an experienced, enthusiastic and proactive Café Bar Manager to work closely with the General Manager in order to provide the best possible visitor experience and maximise revenue.

We are currently undertaking a review of our Café Bar offer and this is a great time for a creative and visionary hospitality professional to make their mark on this delightful venue in the heart of West London.

We are offering this role on a fixed term basis to allow for the development of the operation.

Please note that this position requires working on site.

How to Apply

We want you to have the opportunity to really tell us about yourself and explain why this position is right for you in whatever way feels most appropriate. 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 will be judged on content not on format. We have suggested some options above, but if you would like to suggest an alternative let us know.

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?

1. Read the Job Description and Person Specification.

2. Apply through our recruitment portal [Breathe HR](#). Include a CV.

You can upload video or sound files using the We Transfer service <https://wetransfer.com/>. When using this service, please include the We Transfer link in your Breathe HR attachments by including the link in your CV or submitting it on a separate document.

3. Complete our [Equal Opportunities Monitoring form](#). This helps us to better understand if our recruitment practices are accessible and equitable to all.

If you have any need for this information in a different format please contact our Theatre Administrator Joanne Leung by emailing jobs@bushtheatre.co.uk or phone 0208743 3584.

Deadline for applications: 10am on Wednesday 17 April 2024

Interview date: Friday 19 April 2024

Interviews will take place **in person** at the Bush Theatre, 7 Uxbridge Road.

We produce new plays and develop artists who see the world from a different vantage point and write stories for the many communities of contemporary London. 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 they fully represent the communities we serve. If you are excited about this role and the work we do, we want to hear from you even if you don't meet every criteria. We are particularly keen to receive applications from underrepresented and marginalised groups such as people of North African, Sub-Saharan African, West Asian, East Asian, Southeast Asian, South Asian, Pacific Islander and Indigenous backgrounds, Migrants, LGBTQIA+ people and those who are disabled or neurodiverse.

Minimum Criteria Guaranteed Interview Scheme

As part of our Minimum Criteria Guaranteed Interview scheme, we will offer an interview to disabled candidates who meet the essential criteria for the role. If you consider yourself to have a disability or long-term condition and would like to apply through this interview scheme, please let us know by stating anywhere in your application: 'I would like to apply through the Minimum Criteria Guaranteed Interview scheme.'

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.

Café Bar Manage FTC Job Description

Responsible to: General Manager
Working closely with: Venue Manager (Theatre)
Responsible for: Venue Assistants

Background

Bush Theatre

Opened in 1972, the Bush Theatre is internationally renowned as ‘*the place to go for ground-breaking work as diverse as its audiences*’ (London Evening Standard).

A champion of playwrights and operating in one of the most culturally diverse areas of London, the Bush Theatre has a commitment to its local community and the wider artistic community. Braiding these two strands of work together, the Bush produces an engaging and challenging programme that reflects the world we live in.

Recent successes include multi-award-winning productions *Red Pitch* by Tyrell Williams, *Lava* by Benedict Lombe, *Sleepova* by Matilda Feyişayo Ibini, and *Invisible* by Nikhil Parmar. Richard Gadd’s *Baby Reindeer*, Igor Memic’s *Old Bridge*, and Waleed Akhtar’s *The P Word* won the Olivier Award for ‘Outstanding Achievement in an Affiliate Theatre’ in 2021, 2022 and 2023 respectively. In 2023 the Bush was joint winner of The Stage’s ‘Theatre of the Year’ alongside the Lyric Theatre, Belfast and produced Sir Lenny Henry’s first play *August in England* which was directed by Bush’s Artistic Director Lynette Linton and Associate Artistic Director Daniel Bailey.

Since re-opening in March 2017 after a year-long £4.3 million renovation by architects Haworth Tompkins, the Bush has continued to create a space where all communities can be part of its future and call the theatre home.

Library Cafe Bar

We continue to explore the potential of our building and offer post-pandemic, with the aim of reflecting our mission to create theatre for today’s London. We want everyone to feel at home at the Bush.

The Bush Theatre’s Café Bar is run in-house, providing welcoming and quality hospitality to theatre audiences, the public and theatre staff alike. It currently operates around our show times opening at 5pm for an evening show or 1pm for a matinee. We aim to partner with high quality, ethical and local suppliers. We serve a small but distinct range of wines, draught beers, cocktails, coffee and bar snacks. The Café Bar also hosts many internal and external events.

[Meet the Bush team](#)

Purpose of the role

The Café Bar Manager is responsible for the smooth and efficient day to day running of the Bush Theatre's Café Bar and catering operations. They will lead, train and coach the venue team to provide a high quality and welcoming service to all visitors to the Bush Theatre.

The Café Bar Manager will play a key role in maximising revenue for the charity through realising a competitive and enticing food and drink offer and seeking out opportunities to engage new visitors especially our local community.

They will have the vision and expertise to realise the potential growth of the Café Bar and ensure its financial success, working with the General Manager to develop a long term strategic plan for business development.

Main Duties and Responsibilities

Operations

- To be responsible for the day to day management of the bar and catering operation, supporting the Venue Manager in managing the front of house and box office operations as needed.
- To work closely with other departments to ensure the theatre and all events operate smoothly and efficiently.
- To support the General Manager and Venue Manager (Theatre) in managing the safety and security of the building, ensuring that systems and procedures for security are followed and that correct opening up and locking up procedures are followed.
- To report, update and audit the agreed departmental business plans.

Staff Management

- With the Venue Manager to lead our venue team, communicating effectively to ensure the motivation of these staff and the smooth running of all front of house operations.
- To recruit, induct, train, develop and manage all venue staff, including in visitor experience, access, licensing and food hygiene where appropriate.
- To draw up rotas consistent with budgeted forecast and consistent as a percentage of revenue generation, ensuring that the building is appropriately staffed at all times and that staff are scheduled regularly across a variety of functions including bar, box office and ushering to ensure maximum flexibility within the staff team.
- To provide payroll information for all front of house staff.

Visitor Experience

- With the Venue Manager, to lead the Bush Theatre's coordinated approach to welcoming our community, ensuring that all staff fully understand and are fully committed to this approach.

- To actively contribute to the Bush Theatre's policy of providing a friendly, welcoming and accessible service to all audiences and visitors to the building.
- To deal with all matters raised by members of the public visiting the building, particularly those related to the bar and catering operations, and when necessary following the Bush Theatre's procedures when issues or complaints are received.

Hires and Events

- To provide a high level of service for both in-house and external events.
- To work with the Event Manager to generate income from the hire of the Café Bar to external organisations.
- In liaison with the Event Manager, to provide food, drink and staffing quotes for hires and events as required.
- To ensure all hires and events in the Café Bar area are appropriately staffed
- To set up and manage events as required.

Income Generation

- To develop and deliver a long term strategic business plan in conjunction with the General Manager.
- To realise ambitious commercial operations sales targets relating to bars and catering while supporting the Bush's vision, values and strategic objectives, ensuring we are accessible and appealing to a diverse range of people and encouraging them to engage with our programme and activities, particularly our local community.
- To monitor, review and refresh the food and drinks menus at the Bush Theatre, including benchmarking against the competition, in order to provide all visitors with interesting and appetising choices.
- To create appropriate and enticing drink and food offers and auxiliary events that encourage visitors to our venue, particularly our local community and those not currently engaging with our work.
- To proactively seek opportunities to increase profit, by monitoring and controlling expenditure and increasing sales.
- To work with the Marketing team to ensure our drink and food offer is successfully marketed, encouraging the development of new visitors to our venue and for our offer.

Financial Management

- To lead on and take responsibility for the financial operations of the bar and event catering to ensure efficient running and the maximisation of profit.
- To work closely with the Head of Finance to provide clear and accurate financial information and re-forecasts of financial performance to the General Manager and Executive team.
- To be aware of the performance of each area, making adjustments as needed.
- To be aware of menu sales and trends and produce quarterly sales analyses to be used in steering meetings when developing new menus and offers.

- To put effective processes in place for the accurate financial management of the bar and catering, including cashing up, cash handling, daily reconciliations, cash banking and invoicing ticket agencies.

Stock Control

- To have overall responsibility for ordering of stock and receiving deliveries and to develop relationships with existing and new suppliers.
- To work with the Venue Manager to develop a relevant and exciting offer for the usher and box office point of sales.
- To manage departmental overheads including ordering and stocktaking of food, beverage, and equipment, and address any discrepancies immediately.
- To ensure that promotional materials are current and regularly refreshed.

Maintenance

- To ensure that the public areas of the building are always presented in the best possible way in terms of cleanliness, general maintenance and the displays of promotional material, and to take appropriate action when needed.
- To ensure all spaces, fittings, equipment and resources are regularly checked and well maintained, and to take appropriate action when they are not.
- To ensure that the bar and kitchen equipment is regularly checked, maintained and repaired where necessary.
- To oversee the management of our waste and cleaning contract, liaising with the contract supplier and ensuring that the highest standards of cleaning are maintained.
- To maintain high levels of cleanliness and tidiness within the kitchen and bar areas and ensure that Food Hygiene regulations are adhered to.
- To assist the General Manager in implementing all environmentally sustainable initiatives, including management of the waste and recycling contracts.

Health and Safety and Licensing

- To abide by and promote the theatre's Health and Safety Policy in conjunction with current Health and Safety legislation, and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures.
- To be a personal licence holder for the organisation in order to sell and authorise the sale of alcohol, and to adhere to and enforce licensing regulations.
- To keep up to date with and implement licensing regulations.
- Be a qualified first aider on behalf of the organisation.

Other duties

- To be trained in the use of our ticketing system and procedures, and to provide occasional cover in these areas.
- To keep up to date with developments and trends in food and beverage.
- To act as Duty Manager as required, especially during key performances and events.
- To act as a key-holder and to be on the emergency call-out list.

General

- 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.
- An understanding of our local community, including how we can be inclusive and supportive of their needs of us as a community building.
- A demonstrable commitment to creating an inclusive and welcoming work environment.
- Experience of managing a bar and catering operation, including offer development, financial management and promotion.
- Experience in leading and motivating a team, including performance management.
- Excellent visitor service skills and the ability to communicate effectively with people at all levels, both internally and externally.
- Knowledge of Licensing, Health and Safety and Food Hygiene regulations and experience of implementing and monitoring safe working practices.
- Excellent organisation and planning skills with ability to work flexibly under pressure, to prioritise and to meet deadlines and work within set budgets.
- A positive attitude with a high level of self-motivation and ability to work using your own initiative, taking personal responsibility and resolving issues independently.
- An understanding of equal opportunity and cultural diversity issues in the delivery of our services, including an understanding of access and disability requirements.
- Flexibility in relation to duties and working hours which will require evenings and weekends.

Desirable

- Experience of ticketing, sales and box office related activities, including use of the Spektrix box office system.
- A valid first aid at work certificate.
- Qualifications in Health and Safety and Fire Safety.
- SIA badge holder (Security Industry Authority).
- Previous experience providing a community-focused service.
- Personal licence holder.
- An interest in new writing in theatre.

TERMS & CONDITIONS

Hours:	35 hours excluding an hour break per week across at least five days evenings and weekends
Salary:	£31,000 pro rata per annum
Holidays:	30 days per annum 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: Fixed term until 31 November 2024 with potential to extend

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