

# Job Description

## Front of House & Bar Team Member (casual)

Responsible to: Front of House and Venue Manager / Deputy Front of House Manager

Key relationships: Box Office and Welcome Team, Front of House Volunteers

Locations:

- Southwark Playhouse, 77-85 Newington Causeway, London SE1 6BD
- Southwark Playhouse Elephant, Dante Place, 80 Newington Butts, London SE11 4FL

Contract Type: Casual, Zero-Hours

Hours: According to a monthly rota. Theatre open hours are usually 5pm – 11.30pm Mon-Sat; opening earlier on Tue and Sat from 12.30pm; open on some Sundays. Minimum shift length is 4 hours.

Pay: £10.25 per hour.

Annual Leave allowance: Allowance of 28 days' pro-rata (equivalent to 12.07 per cent of hours worked). The entitlement is paid on a monthly basis accumulatively according to hours worked.

Probationary Period: 1 month

Notice Period: 2 weeks (1 week during probation period)

## Job Context

Southwark Playhouse has been creating and presenting theatre for almost 30 years. It has championed and showcased work by a diverse array of new and emerging artists and companies. It prides itself on being firmly rooted in its community as a creative hub and home for local people.

The next 6 to 12 months present an exciting time for the organisation as it enters a period of expansion and transition. In 2022 it will open a newly built theatre at the Elephant and Castle alongside its current premises. This will create an additional 250+ seat studio space and a dedicated youth and community space alongside its existing two performance spaces and rehearsal space.

It will be an exciting and challenging time for a dedicated and passionate team to develop an efficient and sustainable model for running the two venues within the organisation's means.

## Job Purpose

As part of the Front of House and Bar team you will provide a first class customer service experience for all visitors to Southwark Playhouse. To perform all aspects of the bar and kitchen service as

required. Having a comprehensive knowledge of all products sold by the bar and kitchen, and also the theatre's current and upcoming programme. You will also carry out daily routine tasks such as cleaning, stocking the bar, food prep, etc.

## **Detailed Duties & Responsibilities**

### Visitor Experience

- To be part of creating a welcoming, accessible and friendly environment for existing and potential customers, maintaining the highest level of customer care.
- To be responsible for the successful delivery of a first class sales and customer service.
- To be a point of information about Southwark Playhouse and all its activities, promoting the building to the widest possible audience.

### Food & Beverage Operations

- To efficiently operate the theatre's bar, kitchen and floor areas, pre- and post-show and during intervals.
- To effectively and responsibly handle bar takings and account for all income taken.
- To deal effectively with customer feedback and enquiries.
- To be proactive in bar and merchandise sales to ensure maximum profitability.
- To have a comprehensive knowledge of the organisation's Food and Beverage offering
- To ensure excellent food hygiene standards in both the Bar and Kitchen areas

### Policies and Procedures

- To abide by and enforce appropriate licensing regulations.
- To adhere to and assist with stock control procedures.
- To carry out daily cleaning duties and to assist with other weekly responsibilities.
- To attend training sessions necessary for the successful execution of the role.
- To adhere to all fire, health and safety procedures to minimise the risk of injury and accidents.

### General

- Ensure organisation wide policies are adhered to at all times and enforce these policies with staff and visitors.

In addition, to undertake any other duty or responsibility that may reasonably be allocated by the organisation. It is a requirement of the charity that all staff work in a flexible manner compatible with their jobs and in line with the objectives the charity must fulfil. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the department and the organisation.

## **Person Specification**

### Essential

- Excellent communication skills with the ability to engage with a wide range of personalities and backgrounds
- Confident in dealing with the public in a friendly, professional manner

- Strong interpersonal skills, with the ability to be diplomatic and tactful
- Ability to work calmly in a fast paced, energetic and demanding environment
- Good attention to detail
- Ability to work well as part of a team and on your own
- Ability to be flexible, responding quickly and positively to changing requirements
- Good time management

#### Desirable

- Experience of bar work, ideally in a busy location
- Barista trained
- Experience of making cocktails
- Experience of food preparation in a retail environment
- Knowledge and interest in theatre

#### **Benefits**

- Complimentary staff tickets for shows, subject to availability and policy
- Discounts at Southwark Playhouse Bars and Cafés
- Pension scheme with Smart Pension