

BLACKHEATH HALLS

Bar Staff Job Pack

Blackheath Halls is looking for experienced and professional Bar Staff to carry out bar duties for performances and events.

A high level of customer service and professionalism is expected from successful applicants.

If you would like to apply, please complete the application form and equality and diversity monitoring form and submit to Pearl Jarvis at p.jarvis@blackheathhalls.com or by post to Blackheath Halls, 23 Lee Road, London SE3 9RQ. Please note CVs will not be accepted.

Thank you for your interest, and we hope you will consider joining us.

Information about Blackheath Halls

Blackheath Halls is an outstanding centre for music and the performing arts in south east London, presenting a year-round programme of events including music, comedy, talks and literary events, and children's theatre. Our renowned community engagement programme includes the annual Blackheath Halls Opera, Musical Theatre courses, an orchestra, gospel and classical choirs, and Blackheath Halls Youth Choir, with gifted young people from our local boroughs.

Blackheath Halls is a wholly owned subsidiary of Trinity Laban Conservatoire of Music and Dance, and provides the Music Faculty with its regular base for large-scale rehearsals and performances. We also offer a popular venue for recordings and rehearsals by major London orchestras and ensembles, as well as for a range of commercial hires and social events in our two performance spaces, The Great Hall and The Hearn Recital Room.

Job Description

Job Title: Bar Staff

Reporting to: Bar Manager (Bar Supervisor in Bar Manager's absence)
Duty Manager/Operations Manager

Hours: Hours as required on a shift basis. This role will involve evening and weekend work

Overall Purpose of the Job

Blackheath Halls is looking for experience and professional Bar Staff to carry out bar duties for performances and events.

Bar staff are responsible for selling and preparing drinks for customers, processing payments through the till, collecting and cleaning glassware, stocking and restocking fridges and bar shelves with drinks and consumables, preparing interval drinks, moving stock, and ensuring the bar area is kept clean and to a high level of hygiene.

Main Duties and Responsibilities

Operational

- To contribute to the smooth running of the Café Bar during performances and events
- To work under the Bar Manager/Supervisor's instruction, carrying out all tasks to ensure the bar runs smoothly for events and activities
- To prepare the café bar for business. This includes stocking and restocking fridges, ensuring drinks are stored appropriately, making sure the café bar area is clean and tidy.
- To serve customers efficiently, professionally and in a friendly manner
- To prepare interval drinks as appropriate
- To collect glassware and bar related items from the bar area and within the auditorium at any quiet point
- To prepare riders for artists
- To carry out low risk manual handling tasks such as moving chairs, tables, boxes of drinks, glassware, bar furniture around or changing barrels

Financial and reporting

- To handle card payments and process accurately through the bar till, retaining card receipts
- To record any wastage or complimentary drinks, along with explanations for these, in order to ensure an accurate stock take

Health and Safety

- To be alert to Health and Safety issues and adhere to Blackheath Halls' Bar and Kitchen Risk Assessment at all times
- To be aware of legal responsibilities for alcohol service and report any concerns to the Bar Manager/Supervisor or Duty Manager
- To adhere to all Blackheath Halls' policies and procedures, including Health and Safety, Safeguarding and Diversity and Equality.

General

- To ensure that the highest level of customer care is delivered, dealing with any complaints that arise, referring to the Bar Manager/Bar Supervisor or Duty Manager as appropriate
- To be knowledgeable about Blackheath Halls' access arrangements, ensuring customers with disabilities have positive interactions, and have specific access requirements met wherever possible
- To undertake any other duties as reasonably requested by the Bar Manager/Supervisor or Duty Manager.
- To support events staff with other front of house related activities where possible and needed

Person Specification

Criteria	Essential / Desirable	Measured by
Excellent communication and interpersonal skills, with the ability to communicate effectively with people of all ages and backgrounds and ensure smooth distribution of information within the team	Essential	Application / Interview
Excellent customer service skills, with a proactive and confident approach to welcoming and assisting with enquiries/bookings	Essential	Application / Interview
Experience working behind the bar	Essential	Application / Interview
Good numerical skills and cash handling ability	Essential	Application / Interview
Team work skills combined with an ability to take on responsibility for actions and ensuring that the highest standard of work is achieved	Essential	Application / Interview
Able to sustain a proactive work ethic throughout long and late shifts	Essential	Application / Interview
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban	Essential	Application / Interview
A good understanding of basic health and safety issues	Essential	Application / Interview
A trained first aider	Desirable	Application / Interview
Personal licence holder	Desirable	Application / Interview
Experience working in an arts venue	Desirable	Application / Interview

Summary of Terms and Conditions of Employment

Contract:	Position offered on a rota with other staff subject to events and available. Minimum call of 3 hours applies
Hours:	To be distributed via a monthly rota. Shifts will mainly take place in evenings and at weekends, with a small number of weekday daytime and Bank Holiday shifts
Salary:	<p>£9.18 plus £1.11 holiday contribution = £10.29 per hour (22yrs and under)</p> <p>£9.50 plus £1.15 holiday contribution = £10.65 per hour (23yrs and over)</p> <p>Payment will be transferred to your bank account monthly on 25th of the month or the nearest working day</p>
Complimentary tickets	Complimentary tickets to events across Trinity Laban and Blackheath Halls (subject to availability)
Dress:	T-shirt, supplied by Blackheath Halls; Black trousers; Black shoes. Individuals may wear a long-sleeved plain black top underneath this t-shirt in cold weather
Annual Leave:	Holiday pay contribution included within hourly rate
Pension Scheme:	Access to a NEST pension scheme
Car Parking:	A limited number of parking spaces are available, subject to availability