

# BLACKHEATH HALLS

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A close-up photograph of a hand holding a blue and yellow can of beer, pouring it into a tall, elegant glass. The beer is golden with a thick head of white foam. In the foreground, another similar glass and a can are visible on a light blue bar mat. The background is blurred, showing other patrons and bar equipment.

## Front of House Team: Bar Staff Recruitment Pack



## Front of House Team: Bar Staff

Blackheath Halls is looking for experienced Front of House Bar Staff to join our friendly and committed team, carrying out bar duties for performance and events at Blackheath Halls. A high level of customer service and professionalism is expected from successful applicants.

If you would like to apply, please complete the application form ([available here](#)) and equality and diversity monitoring form ([available here](#)).

**Deadline for applications:** 9am on Tuesday 5 November

**Phone Interviews:** to be arranged

**Trial shift for successful applicants:** to be arranged

We aim for our staff team to reflect the diversity of our local communities, and we encourage everyone with relevant experience who is interested in this role to apply.

If you require this document in a different format, or have any access requirements in order to be able to apply or interview for this role, please contact **Hannah Benton** at [h.benton@blackheathhalls.com](mailto:h.benton@blackheathhalls.com) or on **020 8318 9758**.

Thank you for your interest in this position, and we very much hope you will consider joining our team.



Great Hall: Blackheath Halls Opera Candide 2022

© Lidia Crisafulli

The Hearn Recital Room: Wihan Quartet 2022

© Ernie Savarese



# 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 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.

Over the past year Blackheath Halls' programme consisted of 964 live performances, rehearsals and other activities, attended by 54,556 people.

As a registered charity, we are able to offer this range of activity through income from tickets, hires and our in-house bar, along with support from various Trusts and Foundations, and generous members of our Friends and Patrons scheme.



Christopher Stark and Blackheath Halls Orchestra: Candide 2022

© Lidia Crisafulli

The Smartest Giant In Town 2022 © Ernie Savarese

Blackheath Halls Youth Choir Christmas 2021 © Lidia Crisafulli



Blackheath Halls is the main concert and rehearsal venue for  
Trinity Laban students.

Big Smoke Brass UK © James Keates jk-photography

Trinity Laban Symphony Orchestra © Trinity Laban



# Job Description

<b>Post</b>	Front of House Team: Bar Staff
<b>Reports to</b>	Bar Manager, Blackheath Halls (Bar Supervisor in Bar Manager's Absence) Duty Manager/Operations Manager
<b>Contract</b>	Bar Staff are placed on a zero hour contract.
<b>Wages</b>	21 & over £12.82 per hour, includes £1.38 per hour holiday pay contribution Under 21s £11.98 per hour, includes £1.29 per hour holiday pay contribution Compulsory paid training will take place prior to your first shift

## Overall Purpose of the Job

To work as part of our high profile Front of House team, selling and preparing drinks for customers, and ensuring the bar area is kept clean and to a high level of hygiene. A high level of customer service and professionalism is expected from successful applicants.

## Main Duties and Responsibilities

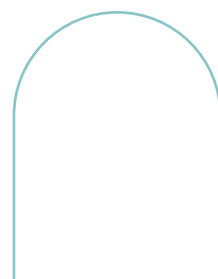
●	To contribute to the smooth running of the bar under the direction of the Bar Manager/ Supervisor's instruction at performances and events.
●	To perform all bar duties to a high standard of customer care efficiently, professionally and in a friendly manner.
●	To prepare the bar area for business, including stocking fridges and shelves, ensuring drinks are stored appropriately, and the bar area is clean and tidy.
●	To prepare interval drinks for customers and prepare riders for artists as appropriate.
●	To be familiar with the Halls' legal responsibilities for alcohol service and report any concerns to the Bar Manager/Supervisor or Duty Manager.
●	To be familiar with the Halls' commitment to access for all, and to offer assistance where necessary and appropriate.
●	Handle card payments and process accurately through the computerised tills, retaining card receipts.
●	Record and explain any wastage or complimentary drinks, in order to ensure an accurate stock take.
●	To respond to problems arising and take action where necessary and always keep the Bar Manager/Supervisor or Duty Manager informed.
●	To undertake other bar related duties e.g. collecting glassware from within the bar area or auditoriums, changing barrels, moving bar furniture.

## General

●	To comply with Blackheath Halls' Diversity and Equality, Bar Risk Assessment Health and Safety and Safeguarding policies at all times
●	The post holder will be required to attend and participate fully in any training deemed necessary by the Bar Manager/Supervisor or Duty Manager.
●	To undertake any other duties which may be reasonably requested by the Bar Manager/ Supervisor or Duty Manager.
●	To support event staff with other front of house related activities where possible and needed.



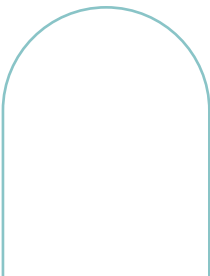
Criteria	Essential	Desirable
<b>Skills</b>		
Good verbal communication and interpersonal skills, with the ability to communicate effectively with people of all ages and backgrounds. Understand and respond to instructions as requested by the Bar Manager/ Supervisor or Duty Manager	✓	
The ability to recognise the importance of presentation, both personal and environmental, with the resourcefulness to ensure that all areas of Blackheath Halls' bar are presentable	✓	
Team work skills combined with an ability to take on responsibility for actions and ensuring that the highest standard of work is achieved	✓	
Good basic numeracy skills. The role includes the ability to accurately handle card payments and stock. There are no cash tills, so the candidate must be confident and capable of using mental arithmetic	✓	
Experience of working behind the bar	✓	
The ability to carry out the duties of the role, which may include some lifting. The candidate may also be required to work long periods of time and late shifts	✓	
<b>Personal Qualities</b>		
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban		✓
Enjoys working under pressure in fast moving and changing environment	✓	
Able to work both independently and collaboratively	✓	
Must be aged 18 or over	✓	
A trained first aider		✓
Personal licence holder		✓



# Summary of Terms and Conditions of Employment

<b>Contract</b>	Zero hour contract
<b>Hours</b>	The position is offered on a rota basis with other staff members. Each month you will be asked for your availability subject to the venue's event schedule. This will include evening, weekend and/or Bank Holiday work where necessary. Minimum shift of 3 hours applies
<b>Wages</b>	21 & over £12.82 per hour, includes £1.38 per hour holiday pay contribution. Under 21s £11.98 per hour, includes £1.29 per hour holiday pay contribution. Salaries are paid on the 25th of the month into bank or building society accounts
<b>Location</b>	You will be based predominantly on-site at Blackheath Halls to carry out this role. Work may occasionally be based at other local venues when events are taken offsite
<b>Annual Leave</b>	A payment in lieu of Annual Leave is included in the hourly rate of pay above
<b>Event Tickets</b>	Complimentary tickets for most events at Blackheath Halls, subject to availability
<b>Pension Scheme</b>	Access to a NEST pension scheme
<b>Sick Pay</b>	NA
<b>Uniform</b>	Black trousers/skirt, a Blackheath Halls staff T-Shirt (will be provided), black socks or tights and black shoes. Hair must be neat and if necessary tied back. Jewellery to be kept to a minimum.
<b>Car Parking</b>	A limited number of parking spaces are available, subject to availability

Applicants must be eligible to work legally in the UK. If you do not have the necessary permissions to do so, unfortunately we are unable to consider your application.



Blackheath Presents with SongEasel

Winterreise: Francesca Chiejina & Jocelyn Freeman © Nick Rutter





# Equality and Diversity

Blackheath Halls is working hard to meet the aims and commitments set out in its Equality and Diversity Policy, including trying to ensure that everyone who applies to work with us receives fair treatment.

In order to help us achieve this aim, we kindly request that you complete a monitoring form.

We understand that some applicants will be hesitant to provide the details requested. Please be aware that any information you provide will not form part of the recruitment process. The information will be treated as strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.

Although you do not have to complete the form, by completing as much of the information as you feel able to, you will be helping us to ensure that all applicants receive fair treatment when applying for jobs with us.

Equality and Diversity monitoring form [available here](#)

Blackheath Halls Opera  
2021: Venus and Adonis  
© Lidia Crisafulli  
2018: Dido and Aeneas  
© Robert Workman  
2017: Der Freischutz  
© Robert Workman





Taiko Meantime: Resonance Tour 2018

© Adam Kang Photography



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