

# 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.

This is an exciting time to be working with the organisation as we recently re-opened after major capital re-development in Autumn 2018.

If you would like to apply, please complete the application form and equality and diversity monitoring form and submit to Hannah Benton at [recruitment@blackheathhalls.com](mailto:recruitment@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 performances and events. The Halls is used regularly by world-renowned orchestras and ensembles for recordings and rehearsals, as well as for a range of commercial hires and social events.

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.

Founded in 1895, Blackheath Halls has provided a venue for impressive artists past and present including Percy Grainger, Myra Hess, Romesh Ranganathan, Sir Simon Rattle, Monty Don, Kate Rusby, Sir Willard White and Robert Winston. The current programme includes music, comedy, talks and literary events, exhibitions and children's theatre as well as a community engagement programme that includes the critically acclaimed 'Opera for All' initiative.

# Job Description

<b>Job Title:</b>	Bar Staff
<b>Reporting to:</b>	Bar Manager (Bar Supervisor in Bar Manager's absence) Duty Manager/Operations Manager
<b>Hours:</b>	Hours as required on a shift basis. This role will involve evening and weekend work

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## 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, checking that you have sufficient change
- 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 cash and card payments and process accurately through the bar till, retaining card receipts
- To report and record any cash handling errors during and at the end of shifts to the Bar Manager/Supervisor or Duty Manager
- 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 availability. Minimum call of 3 hours applies

**Hours:** To be distributed according to venue's event schedule. Shifts will mainly take place in evenings and at weekends, with a small number of weekday daytime and Bank Holiday shifts

**Salary:** £7.38 plus £0.89 holiday contribution = **£8.27 per hour** (Under 25s)  
£7.83 plus £0.95 holiday contribution = **£8.78 per hour** (Over 25s)

Payment will be transferred to your bank account monthly on 25<sup>th</sup> of the month or the nearest working day

**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