



CT73: Casual Bar Assistant Job Role

Role:	Casual Bar Assistant
Reports to:	Operations & Facilities Manager / Bar Lead / Duty Manager
Hours:	Flexible (Shifts arranged on a rota basis in advance)
Remuneration:	£8.91 per hour or based on age national minimum wage.
Term:	Casual based on our events schedule and room hires.

Overall purpose of job

To act as a public face of the Carnegie, maintaining an excellent standard of customer care whilst serving beverages to customers and assisting in the operation of the bar during events.

Key Responsibilities:

Serving Drinks and Bar Snacks

1. Prepares the bar area ensuring the bar can open promptly before performances
2. Sells drinks to customers, operating the bar's EPOS system and PDQ machine
3. To accurately reconcile and record cash takings.
4. Takes interval orders before performances and prepares them in time for the interval;
5. Complies with licensing conditions relating to the supply of alcohol;
6. Restocks the Bar and advises the Duty Manager of any shortages of stock as appropriate.
7. Assist in serving of snacks and refreshments from the Kiosk
8. Gain the appropriate product knowledge to learn product information and tastes to aide customer purchases.

Bar Cleaning and Hygiene

1. To ensure the bar area is kept to a high standard, ensuring tables are in the correct position/wiped down and empty glasses are collected as required.
2. Complies with hygiene requirements for the bar.
3. To carry out cleaning duties per shift as directed by the Bar Supervisor/Duty Manager or the Operations Team. This will include cleaning the bar area to a high standard and assisting in the cleaning of the venue both during and after events.
4. Maintains other hygiene and Food Safety requirements, in the bar following 'clean as you go' principles as required, and as directed by the Duty Manager.
5. To complete hygiene and cleaning paperwork for all tasks carried out.

Other Responsibilities

1. Directs the safe evacuation of the Bar in the result of a Fire Alarm.
2. To ensure all cash and stock is kept safely while on the premises.
3. To assist when required in cashing up at the end of events.
4. To assist with and on occasion accept or check stock deliveries.
5. To attend all training events and meetings.
6. To adhere to all staff working practices, rules and regulations.
7. To be knowledgeable about all venue facilities and productions/events.
8. Carries out other tasks as required by Theatre Management, in line with the overall purpose of the post and the nature of the Theatre.
9. Assist with the setup of the venue for various shows and events

Generic Responsibilities

Adhere to the Trust's policies on disciplinary and equal opportunities.

Co-operate with and support corporate procedures and initiatives, including appraisal and staff training and development.

Contribute throughout your work to the promotion of the Trust and to the furtherance of its Aims and Objectives.

At all times treat our customers and your colleagues with politeness, respect and consideration and promote customer care throughout.

Health & Safety

To acquaint themselves with the Trust's Health and Safety Policy and to ensure that it is practised at all times.

To ensure any equipment, device or clothing provided by the Trust intended to safeguard employees against risk of injury or ill health is kept in such a manner as to ensure its effectiveness.

To report all accidents, dangerous occurrences and near misses to the person who is immediately senior to them or to the person to whom they normally report.

To co-operate with the Trust in meeting its statutory obligations with regard to Health and Safety at Work Legislation.

Note

There will be a requirement for the post holder to work outside of normal office hours to include evenings and weekends in accordance with the demands of the service.

Casual Bar Supervisor - Person Specification Minimum Requirements	Emphasis	Assessment by
Education, Qualifications and Specialist Training Minimum of 5 GCSE's Grade C or above or equivalent to include English and Maths First Aid Qualification	Essential Desirable	Application/Interview Application/Interview
Job Related Skills / Experience Accurate cash handling skills and using tills. Previous experience of working behind a bar. Experience of working in a busy, customer service role. Experience of stock control and rotation.	Essential Desirable Desirable Desirable	Application/Interview Application/Interview Application/Interview Application/Interview
Personal Competencies Good communication skills (verbal and written) and ability to offer a consistently good standard of customer care. Strong interpersonal skills. Ability to work as part of a team. Ability to treat each customer with respect and as an individual, in a polite and friendly manner. Ability to work flexibly according to the events programme, working evenings and weekends as required.	Essential Essential Essential Essential Essential	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview

Interest and Motivation		
Task Orientated	Essential	Application/Interview
Knowledge and empathy for the arts	Desirable	Application/Interview
Experience		
Experience of dealing with a variety of people/organisations.	Essential	Application/Interview
Ability to deal with money and monetary transactions effectively.	Desirable	Application/Interview
Understanding of Liquor Licensing Regulations		Application/Interview
Understanding of Health & Safety Issues (Basic)	Desirable	Application/Interview
Commitment		
Flexible and adaptable	Essential	Application/Interview
Ability to work to deadlines	Essential	Application/Interview
A confident and mature approach	Essential	Application/Interview
Willingness to work weekends and evenings as required	Essential	Application/Interview
To be willing, helpful and approachable	Essential	Application/Interview