

## Job Description



<b>Title:</b>	Casual Bar Assistant
<b>Responsible to:</b>	Customer Services Manager; Duty Managers
<b>Works closely with:</b>	Box Office Sales Assistants; Front of House Volunteers
<b>Hours:</b>	As required
<b>Rate of pay:</b>	National minimum wage
<b>Job Summary:</b>	To provide a first class, efficient and customer-orientated service in any licensed/café area operated by the company.

### The Context:

Theatre Royal Wakefield operates as both a producing and a receiving house. In 2011 British playwright John Godber joined the Theatre as its Creative Director, and the Theatre now plays a producing role for The John Godber Company.

The Theatre provides a varied programme of professional and amateur performances, and has a thriving Performance Academy. The Matcham Theatre seats 499 and delivers around 260 performances each year over a 46-week season. The Theatre's own pantomime, produced in-house, is an annual highlight for many of our audiences and stakeholders.

In 2018 we opened a major extension to Theatre Royal Wakefield. It is already attracting talented new artists and enabling the very best in arts education and young people's engagement. It also provides increased hospitality facilities, transforming the audience's journey through the theatre.

The Learning & Participation team works with a wide range of young people throughout the District and, in addition to our Performance Academy, we produce an annual youth musical as the opening production of the autumn season with around 50 participants each year. In recent years we have increased our community outreach with participants of all ages, aiming to increase social activity, arts engagement and mental health wellbeing.

### VISION

We achieve great art, accessible to all.

We believe the arts should fundamentally be enjoyable, memorable and enrich people's lives.

## **MISSION**

To develop new creative opportunities and experiences both within the theatre building, throughout the wider community and on tour, encouraging high quality engagement across a broad sector of the Performing Arts

### **Outline duties:**

- 1      Serve customers before a performance, during the interval and after a performance.
- 2      Take interval orders, prepare and place orders on the ledges and/or tables provided with receipts, as appropriate.
- 3      Keep the bar/catering area/s fully stocked, clean, tidy and presentable.
- 4      Regularly check the Front of House café/bar areas, clearing and wiping tables and frequently touched points, litter-picking and ensuring the area is presentable at all times.
- 5      Keep the cellar, storeroom, kitchen/s etc. clean and in good order.
- 6      Handle cash quickly and efficiently, and cash up as required.
- 7      Keep relevant stock records, as instructed.
- 8      Other relevant duties as required.

### **Hours of work:**

You must arrive one hour before the scheduled time of performance for briefing by the Duty Manager and preparatory tasks, and be on duty, properly dressed and ready to start service, forty-five minutes before the scheduled time of performance. Most evening performances commence at 7.30pm and you should thus arrive by 6.30pm for the start of service at 6.45pm. The finishing time for a normal shift will be approximately 30 minutes after closing time (usually not later than 11pm), sometimes earlier depending on the running time and how long the bar remains open after the performance. You are responsible for arranging your own transport to and from the theatre to accommodate the shift pattern outlined above.

### **Personal responsibilities:**

We place great emphasis on quality presentation. You are expected to present a professional image with a customer orientated service focus. Your personal presentation (both in terms of dress and behaviour) and the presentation of the bar/catering area/s are priorities. If you are unable to attend for your scheduled work through illness or other unavoidable cause then you are asked to telephone the theatre, giving as much prior notice as possible.

### **Uniform:**

You are expected to wear your own black trousers or skirt and black shoes (t-shirts, trainers and jeans are unacceptable). We supply a shirt/blouse and you are responsible for these items and for their on-going maintenance and laundry. They must be returned to the theatre if/when you cease to work with us. Staff who arrive incorrectly dressed will be sent home without pay.

**Responsibilities of all Staff Members:**

- (i) To be aware of the work of other departments in the achievement of Theatre Royal Wakefield's strategic aims and objectives.
- (ii) To make oneself aware of, and comply with, all rules and legislation pertaining to Health and Safety at work.
- (iii) To work in accordance with the Theatre Royal Wakefield's approved Equal Opportunities Policy.
- (iv) To take an active part in communicating and co-operating with other staff and other departments.
- (v) To follow approved guidelines, policies and procedures established by Theatre Royal Wakefield in relation to financial management and personnel records.

**Essential Qualities:**

- A complete awareness of customer care.
- Ability to handle, and account for, cash efficiently and accurately.
- Must be willing to work as an active member of a small team.
- Be available for flexible hours (including weekends and Public Holidays) as required.
- Personality is important as is an ability to communicate clearly and appropriately with people from a wide range of backgrounds whilst working accurately and effectively under pressure.
- A smart appearance is expected.
- An interest in, and enthusiasm for, theatre and the arts.

We welcome applications from any under-represented group in the Performing Arts, as well as those with caring responsibilities.