



The Crescent Theatre | 20 Sheepcote Street | Brindleyplace | Birmingham | B16 8AE
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Person Specification and Job Description **Casual Bar Steward**

The Crescent Theatre has a reputation for producing theatre of the highest standard. Every volunteer and paid member of staff at the Crescent plays an important role in maintaining a professional and welcoming atmosphere. We are recruiting for a regular Bar Steward, a pivotal role in the Front of House team.

The Crescent Theatre was established in 1932 as a theatre company for members and is the largest amateur theatre company in the West Midlands. Our theatre comprises a Main Stage (340), Studio (110) and a black box space (40), as well as a technical workshop, rehearsal space, dressing rooms and areas dedicated to wardrobe and props. We also have a function room and licensed bar. We have a thriving membership of over 300 members who make up our Crescent Theatre Company, producing around 12 productions in the main house, studio, and bar areas every year. The sustainability of the company depends on the success of our extensive external hire operations, which contribute the greater proportion of our income.

Job Objectives

We are looking for a Bar Steward who is sympathetic to the needs of an amateur theatre company with the drive to provide consistently friendly and efficient customer service, creating a warm and welcoming atmosphere to all of our customers, with the key aim of retaining and attracting new customers.

In addition, as a member of the Front of House team, you will be responsible for the maintenance, cleanliness, and compliance of the Crescent's bar.

Key Working Relationships

- Theatre Management
- Duty Managers
- Bar Stewards
- Volunteer Bar Stewards

Essential Qualities

- Proven ability to provide a consistently high level of customer service
- Proven experience in working in an arts venue
- Constant vigilance
- Enjoy working with the public
- Excellent time keeping
- Taking responsibility for your role
- To work well under pressure and time constraints
- Good spoken English
- Work well as part of a team
- Ability to work evenings and weekends

Skills

- Accuracy and professionalism
- Being observant and practical

- Communication and listening
- Discretion and honesty
- Flexibility and diplomacy
- Handling drunk/difficult clients
- Having a sense of humour
- Good numeracy and experience of cash handling
- Organisation and preparation

Preferable Qualities

- Experience in hospitality
- Interest in theatre
- Knowledge and experience of bar management

Duties & Responsibilities

- To deal politely and efficiently with members of the public at all times, and maintain high standards of customer service at all times
- Serve and present beverages, quickly and efficiently in a warm and friendly manner • Organise and help with all events
- Keep up to date with current promotions and new products and make customers aware of offers on our drink range, upselling to customers as appropriate
- Take payment and give change as required and ensure the accuracy of each transaction • Liaise with the Duty Manager on the provision of floats, change, stock, till readings, renewal of till rolls etc.
- Maintain the cleanliness of the bar area, crossover gallery, bar tables and chairs, toilets, serving counter, glasses, and stock cupboard at all times, using the appropriate cleaning materials
- Set up interval drinks
- Monitor stock levels, requirements, and rotation
- Check and stock up the bar in liaison with the Duty Manager
- Maintain a clean and tidy stock cupboard, and to rotate stock on shelves and in the bar fridges
- Empty all waste bins and put recyclable bottles in the correct bins
- Always adhere to all company policies and procedures and licensing laws • Be involved and contribute at team meetings
- Carry out instructions as given by the management team
- Train new volunteer bar and coffee stewards as required
- Be familiar with and adhere to all Health & Safety policies and procedures, including Fire Evacuation Policy
- Comply with company uniform standards at all times when customer facing • Carry out daily freezer temperature checks in accordance with our food hygiene policy • Undertake beer line cleaning as required
- Undertake regular deep cleaning as required
- Undertake monthly stock checks as required
- Undertake any duties that may reasonably be requested by the Theatre Management

Terms and Conditions

The basic working week will be Sunday to Saturday according to the organisation's needs, with a mixture of morning, matinees, or evening shifts.

Bank Holidays are considered a normal working day and if worked then annual leave in lieu will be permitted.

The post holder will be expected to adopt a flexible approach to the requirements of the position, including honouring the theatre's commitments outside normal working hours and public holidays.

LINE MANAGER: Front of House Supervisor

HOURS: Casual 0hrs per week

RATE: £10.42/hr

The probationary period will be **3 months**.

Person Specification

The position of Bar Steward requires strong leadership and organisational skills and the ability to work under pressure to tight deadlines in a fast paced environment.

Experience

- Proven Front of House/Hospitality in an Arts venue
- Bar experience
- Customer Service
- Cash handling
- Stock Management
- Theatre background desirable

Intellect

- Demonstrates creative and imaginative response to problem solving (can suggest and where appropriate implement solutions appropriate to the situation)
- Demonstrate reliability, trust-worthiness, and have good time keeping
- Comply with our safety policies and procedures as required (i.e. reporting incidents/accidents etc.)
- Attention to detail (the employee must be able to determine the neatness, accuracy and thoroughness of the work assigned)

Motivation

- Is proactive with the ability to react positively to unexpected circumstances - Takes responsibility
- Initiates and implements improvements to work processes and practices
- Understands the organisational goals and direction and sees that they fit with own

Drive

- Is energetic and enthusiastic
- Committed to the role and the organisation
- Provides excellent level of customer service and to continually improve the customer's experience
- Confronts and overcomes obstacles to progress

Organisation

- Has the ability to plan workload but remain flexible and focused for others and for themselves
- Meets deadlines and displays strong time management and organisational skills

Teamwork

- Strong ability to work as part of a team and unsupervised
- Maintains the confidence and mutual respect of colleagues at all levels
- Is able to work as a team with other colleagues to work collectively towards objectives - Creates open and supportive team climate

Judgment

- Can think and act rationally and maturely
- Can weigh up information, issues, and evidence and draw balanced conclusions -
Is able to learn from experience
- Knows when to ask for support and advice

Credibility and Communication

- Projects appropriate professional image
- Speaks clearly
- Keeps line manager informed of progress or difficulties
- Excellent communication skills

Resilience

- Remains calm, balanced and rational when under pressure

This job description is to be used in conjunction with the employee handbook.

REPORTS TO: Duty Manager and Front of House Supervisor

HOURS: 0hrs per week

RATE: £10.42/hr