

Colchester Arts Centre

CHURCH STREET COLCHESTER ESSEX CO1 1NF 01206 500900

Bar Supervisor

Job Description

This job description may be subject to review in consultation with the post holder considering the changing needs of Colchester Arts Centre.

Hours: Various as the role is event led
Salary: £11.44 per hour
Reporting to: Duty Manager
Working Pattern: Shifts are predominately evenings with occasional day shifts.

Purpose

To ensure a smooth and efficient bar and support bar volunteers during events at the Arts Centre. To deliver exceptional customer service and adhere to all current licensing and health and safety policies.

Duties

Bar

- Set up and prepare bar/s for the event, observing the opening times and specific requirements for each performance.
- Maintain a clean and tidy serving area during and after the event, clearing away glasses, wiping surfaces, emptying bins.
- Keep a record of any wastage (damaged, drips, drinks prepared in error, out of date Stock etc.) on the main bar.
- Refuse alcoholic drinks to anyone who is underage, presenting a danger to staff or other customers, or clearly intoxicated. It is your responsibility to ID customers if you think they look underage (request to see passport or driving license).
- Change barrels during shifts when needed.
- Rotate and restock shelves and fridges fully after every shift, and during events if you have time. Keep fridges properly stocked on busy nights is key so that customers aren't being served warm drinks.
- Clean and replace all glasses and mugs at the end of the event.
- Clean the green room at the end of the shift, including any and all washing up.
- Load dishwasher and switch on.

Customers

- Serve customers in a professional, polite, and friendly manner.
- Familiarise yourself with the arts centre events programme to assist with any customer enquiries.
- Supervise volunteers and other bar staff, and act as an intermediary between them and senior staff / duty managers.
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- Make sure artists are treated with respect and courtesy and given privacy in the green room. If you need to go into the green room for any reason, clear this with the duty manager first.
- If taking a break, please ensure that the bars are adequately staffed during your absence and that the other staff know where you are should you be needed.

House rules

These must be observed at all times with particular reference to the art centre's equal opportunities policy.

- Drinking alcohol during your shift is **not** permitted.
- No smoking anywhere throughout the building.
- No uniforms, but please make sure a high standard of personal hygiene and appearance is observed.
- In the event of a fire, man a fire exit and encourage volunteers and customers to leave quickly and quietly. Meet the duty manager and other staff outside the box office door. Your duty manager should go over a plan of action in the event of a fire at the start of every shift.

Person Specification

Essential Attributes

- A keen interest in the arts.
- Bar experience.
- Excellent organisational skills, ability to multitask and work under pressure.
- A proven efficient self-starter who can take responsibility and exercise initiative, when appropriate, whilst also enjoying being a team member.
- Experience in motivating people on shift.
- A calm, polite and efficient manner.
- Strong communication skills.
- Commitment to high levels of customer service, with experience of dealing with customers face-to-face.
- Willingness to work evenings and weekends and a positive, flexible 'can do' attitude.
- Willingness to undertake training or instruction.