

Colchester Arts Centre

CHURCH STREET COLCHESTER ESSEX CO1 1NF 01206 500900

Weekend Bar Supervisor

Job Description

This job description may be reviewed in consultation with the post holder to reflect the evolving needs of Colchester Arts Centre.

Hours: Various, as this is a casual, event-led weekend role
Salary: £12.71 per hour
Reporting to: Duty Manager
Working Pattern: Predominately evening shift with occasional day shifts available.

Purpose

To ensure the smooth and efficient operation of the bar and support bar volunteers during events at Colchester Arts Centre. To deliver excellent customer service while adhering to all licensing, health and safety, and venue policies.

Duties

Bar Operations

- Prepare and set up the bar(s) for each event, ensuring all requirements are met and opening times are observed.
- Maintain a clean and tidy bar area throughout and after events, including clearing glasses, wiping surfaces emptying bins.
- Record all wastage including damaged stock, spillages, drinks prepared in error and out-of-date stock).
- Refuse the sale of alcohol to anyone who is underage, clearly intoxicated or whose behaviour presents presenting a risk to staff or customers. Operate a Challenge 25 approach and request valid identification where appropriate.
- Change barrels and kegs as required during shifts.
- Restock and rotate stock in fridges and on shelves during and after events, ensuring drinks remain available and properly chilled throughout busy periods.
- Clean and store all glasses and mugs at the end of each event.
- Clean the green room at the end of the shift, including washing up and tidying the area.
- Load and operate the dishwasher as required.

Customer Service and Team Support

- Serve customers in a professional, friendly and courteous manner.
- Familiarise yourself with the Arts Centre's programme to assist Customer with enquiries.
- Supervise volunteers and bar staff during events, providing guidance and support as required.
- Act as a liaison between bar staff, volunteers and senior staff members or Duty Managers.
- Ensure artists and performers are treated with courtesy and respect and that their privacy is maintained in the green room. Any access to the green room should be agreed with the Duty Manager.
- During breaks, ensure the bar remains adequately staffed and that colleagues know your whereabouts should assistance be required.

House rules

These rules must always be observed, with reference to the Art Centre's Equal Opportunities Policy.

- Consumption of alcohol while on duty is **not permitted**.
- Smoking and vaping are not permitted anywhere within the building.
- There is no formal uniform; however, a high standard of personal presentation and hygiene is always expected.
- In the event of a fire or other emergency evacuation, staff may be required to assist at designated exits and encourage customers and volunteers to leave the building safely and calmly. Staff should assemble as directed by the Duty Manager. Emergency procedures will be reviewed at the start of each shift.

Person Specification

Essential

- A keen interest in the arts and live events.
- Previous bar experience.
- Excellent organisational skills, with the ability to multitask and work effectively under pressure.
- A proactive and reliable self-starter who can take responsibility, use initiative and work effectively as part of a team.
- Experience of supervising, supporting or motivating colleagues or volunteers.
- A calm, professional and efficient approach to work.
- Strong verbal communication and interpersonal skills.
- A commitment to delivering excellent customer service, with experience of dealing directly with customers.
- Flexibility and willingness to work evenings and weekends.
- A positive, adaptable and "can-do" attitude.
- Willingness to undertake relevant training and follow instruction.