

Job Description: Theatre Bar Staff

Reporting to: Theatre Manager and Technical Lead



The key purposes of this role:

- Provide a professional service for both artists and customers at the Sundial
- Support the Theatre Manager and Technical Lead and Theatre Front of House Lead in delivering safe and well-organised Sundial Theatre events
- Deputise for the Theatre Front of House Lead in their absence
- Play a role as part of the Theatre team in providing the best possible service to our students and other stakeholders.

	This front-line support post is responsible for:
Provide a professional service for both artists and customers at the theatre	Delivering excellent customer service, at all times
	Serving beverages and snacks, quickly and efficiently
	Assisting in keeping the bar, front-of-house and toilets clean and tidy, at all times
	Keeping the bar stocked by replacing empty bottles and kegs of beer
	Ensure Spotlight area is left in a good state for the next day. Reporting any defects
	Taking cash or card payments from customers
	Comply with all food and beverage regulations
	Verifying the age and checking the identification of potential customers
To support the Theatre Manager and Technical Lead in delivering safe and well-organised theatre events	Be helpful and go out of your way to help our customers
	Ensure clients adhere to College H&S and Safeguarding requirements
	Ensuring accurate reporting and recording of accidents, near-misses, first aid calls and fire-damage including RIDDOR
	Ensure cash is handled securely to College requirements and record reconciliation accurately
	Set up and ensure legal operation of bar
	Manage stock and record sales and replenishment needs.
	Assist with problem solving of issues 'on the night' to ensure a high quality of customer care
Deputise for the Theatre Front of House Lead in their absence	Lead on 'front of house duties' including meet and greet, checking tickets, ushering and providing information and assistance to customers
	Ensure efficient start and conclusion of the event
	Take responsibility for the bar where required

Play a role as part of the theatre team in providing the best possible service to our students and other stakeholders.	Make suggestions to improve the service provided for customers
	Carry out line manager instructions
	Always adhere to College and Theatre policies and procedures and licensing laws
	Alert the Theatre Manager and Technical Lead about bar area defects and emerging risks and opportunities.
	Undertaking such duties related to the work of the Sundial as may be assigned, consistent with your level of responsibility
	Safeguarding and promoting the welfare of young people and vulnerable adults as part of your every-day duties

This role will require flexible working on evenings and weekends. Overtime must be authorised in advance by your line manager.

All staff are expected to work within College policies and procedures, with particular regard for Health & Safety and Safeguarding.

Annual targets for each element in this job description may be agreed annually with your Line Manager.

Indicators/ sources for reaching performance judgements (not exhaustive):
Feedback from customers Compliance with College processes Feedback for Line Manager

Personal Specification

We are seeking someone who closely matches the following criteria:

Skills/Personal Qualities	Basic first aid certificate or willing to work towards it
	Clean DBS Check (Safeguarding)
	A good self-starter with the ability to work independently on own initiative with minimal supervision
	Able to communicate effectively and to relate with customers and make them feel comfortable
	Attention to detail and ability to fulfil orders correctly
	Ability to keep the bar organized, stocked and clean
	Ability to work in a fast-paced environment, dealing with multiple requests at the same time
	Confidence and knowledge to apply laws and inhouse rules even when under pressure
	Suitable to work in a College environment in the presence of children, young people and vulnerable adults and to act accordingly. (Knowledge of safeguarding practices and procedures)
	To have an understanding of H&S and Fire Safety regulations

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.

Theatre Bar Staff

Dear Prospective Applicant,

Thank you for taking an interest in the theatre posts at Cirencester College. We are looking to recruit for this post as soon as possible because we have a busy schedule booked in already. The aim of this letter is to supplement the job description and give you the chance to judge whether the job and Sundial are right for you.

We are a top performing 6th form College, which was previously a tertiary College. The vast majority of our c2600 students are doing level 3 programmes, either A Levels or Vocational programmes, but the College is one of the first across the country which has been selected to deliver the new innovative T level qualifications. We also run apprenticeships and adult courses.

The Sundial Theatre was established in the 1990s to boost community arts and also to provide a real working theatre for our performance arts students. Our current model is for it to meet the needs of those courses, host a number of community groups from art to singing and to provide a commercial offer which aims to at least break even. In addition to a decent range of theatre facilities and seating for up to 250 there is a bar café area and garden. We have plans to upgrade the control area and increase capacity to at least 300 to enable us to tap into a wider range of performers.

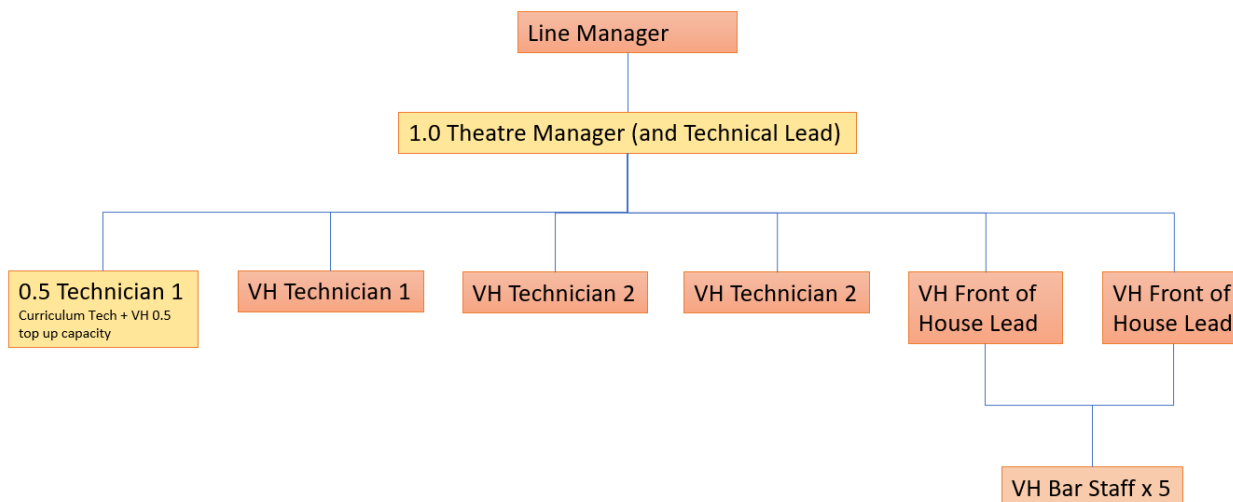
Cirencester already has the Barn Theatre which caters to musicals and plays aimed at a particular client group. Our commercial target audience are a much wider demographic those who enjoy comedians, cover bands, folk and speakers. There is plenty of scope to develop the offer but we aim to complement other local provision rather than compete in the same pool.

Education is our main concern and we will be looking to develop more curriculum links related to (for example) music performance, set design and creative media as T Levels and Apprenticeships develop over the next few years. The theatre is also home to the Sundial Theatre Company, a student-led group. Ideally, we would like to see opportunities for students to learn technical and commercial theatre skills via involvement with the Sundial.

Following a restructure and makeover we are recruiting for a range of posts at the Sundial. These include Front of House, Bar Team and 2 grades of Technician. These are largely variable hours to reflect the needs of performances and work will mainly be evenings and weekends. Team roles have been designed in such a way that they can cover for each other and this also means that you can develop your CV by getting experience of different roles.

All are responsible roles with alcohol, HR and health and safety all aspects to consider. We will provide training and support for appointee depending on what they need most.

Indicative Model



Relevant qualifications, employment and/or practical experience will be important factors but your personality, skills and ideas will be crucially important. We are keen to appoint motivated individuals who are committed to making the Sundial a success, a source of pride in the community and above all, a real asset for our students.

You would be joining a well-run and top performing college with a lot of great people. The role will be challenging as anything in the performance sector is and you will need to be a good self-starter who is comfortable with a high degree of autonomy. But you will get support and guidance both from your line manager and other staff from HR to marketing, finance to estates.

In terms of a work setting, both the College and the Cotswolds in general, are impressive. The campus itself has seen considerable investment in new buildings. It is situated on the edge of town, adjacent to the Bathurst Estate. The grounds of the Estate stretch for miles, with many staff using these to unwind, whether this be for a spot of lunch, a lunchtime stroll or a post-work run.

If you think this matches your aspirations, we look forward to receiving your application, which you should address to Human Resources.

If you would like to visit the Theatre or ask questions to find out more then please contact HR in the first instance.

Yours sincerely

Jim Grant
Principal