# **JOB DESCRIPTION**

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| JOB TITLE | **CASUAL BAR STAFF** |
| RESPONSIBLE TO | **BARS MANAGER** |
| MAIN RELATIONSHIPS | **Bars Manager, Bars Supervisors, Bar Staff, Duty Manager, Operations Manager** |

**About Wiltshire Creative**

Wiltshire Creative is a pan-arts organisation that brings together the energy and ambition of Salisbury Playhouse, Salisbury International Arts Festival and Salisbury Arts Centre. It is an ambitious and innovative joint arts offer that secures a bright future for audiences, artists and participants.

**Our Vision**

To enrich the cultural and creative life of Salisbury and Wiltshire.

**Our Mission**

To create and present a dynamic and inclusive range of cultural experiences for the people of Salisbury, Wiltshire and beyond, including our role as a Southwest hub for talent development and learning and participation.

**Our Values**

Creative, Inclusive and Ethical

You can find out more about us through our website and social media channels:

Website: <https://www.wiltshirecreative.co.uk/>

**About the role**

Bar Staff play a key part supporting the Front of House operation at Salisbury Arts Centre and Salisbury Playhouse. Working alongside our Bar Manager, you will be part of the enthusiastic team delivering exceptional hospitality at both venues.

Shifts are evenings and weekends on a rota system. Due to the nature of a casual contract, shifts will vary due to show availability and audience numbers.

Please note we can only employ staff aged 18 or over due to the nature of the role.

**Key responsibilities**

**Customer Service**

* To meet, greet, direct and serve customers.
* To ensure the highest levels of customer service in the Bar areas, working with the Front of House Management team to deliver the complete customer experience to visitors.
* To be correctly attired upon on duty (Wiltshire Creative branded top and smart black trousers).
* To be courteous and professional with colleagues and work to maintain a friendly and professional atmosphere.

**Sales**

* To handle and account for monies and receipts, including cash floats and till reconciliation.
* To monitor and replenish stock levels, ensuring rotation and to report any low stock items to line management.

**Housekeeping**

* To ensure overall cleanliness of the bar and service area.
* To remove regularly all empty glasses, bottles, crockery and cutlery from the Front of House service areas if required and ensure Front of House areas are kept clean and tidy.
* To clean glasses and replenish to aid quick service before and after the interval.

**Safety & Security**

* To ensure you are aware of appropriate licensing regulations (and to enquire if unsure).
* To follow correct health and safety procedure and report issues to your line manager.

**General**

* To always act in the best interests of Wiltshire Creative
* To take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
* To agree to abide by Wiltshire Creative’s policies, as set out in the Staff Handbook
* To maintain confidentiality in all areas relating to Wiltshire Creative
* To maximise income and minimise expenditure wherever possible
* To be flexible and to undertake any other reasonable duties as requested by Management

# **Terms and Conditions**

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| --- | --- |
| Salary: | £10.42 per hour |
| Type of Contract: | Casual |
| Location: | Salisbury - Playhouse or Arts Centre, or occasional external venues for specific productions |
| Hours of work: | Variable on a rota basis, evenings and weekends |
| Holidays: | 5.6 weeks per annum allowance, calculated on a pro rata basis depending on length of contract |
| Benefits: | * Complimentary tickets for in-house shows
* Occasional ticket offers on visiting shows
* Discount in our bars and cafés
* Opportunity for flexible working patterns
* Wellbeing activities
* A fully trained team of Mental Health First Aiders
* Training and development opportunities

Full details are available upon request. |

**About you**

**Essential**

* A proven commitment to quality customer care with a flair for dealing with the public.
* Ability to work as part of a team.
* Excellent interpersonal and communications skills.
* Aware of the profitability of the business.
* Work evenings and weekends as scheduled.
* Excellent personal hygiene, presentation and time keeping.
* Availability over busy periods such as Christmas and New Year

**Desirable**

* Front of House Bar service experience.

# **Application Process**

This post is open year-round for applications**.**

Thank you for your interest in this post. We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

* Providing the job description in a different format (e.g. hard copy, PDF, large print, audio)
* Enabling you to submit your application in a different form (e.g. audio, video)
* Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

## **Before you apply**

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117.

## **How to apply for this post**

To apply, please send your CV and a covering letter explaining your suitability for the role and send it to recruitment@wiltshirecreative.co.uk, with the job title in the subject line.

We are happy to accept applications in different formats as noted above. Please get in touch if you would like to discuss this.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](https://forms.office.com/r/3WZ3aFieA5). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

## **What Next?**

Shortlisted candidates will be invited to an interview.

After the interviews, the selected candidate(s) will be contacted and a conditional offer of employment will be made, subject to a paid trial shift. On successful completion of a trial shift, a contract will be issued and your availability for work will be agreed with the Bars Manager.

## **Data Protection**

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.