

BACKGROUND INFORMATION

'Soho Theatre has a reputation for bold, contemporary theatre and the biggest names in comedy, but its bar offers good food, sharp cocktails and a lively atmosphere making it an attractive proposition in its own right.'

viewlondon

SOHO THEATRE is London's most vibrant producer for new theatre, comedy and cabaret. We pursue creative excellence, harnessing an artistic spirit that is based in our new writing roots, the radical ethos of the fringe and the traditions of punk culture and queer performance. We champion voices that challenge from outside of the mainstream, and sometimes from within it too. We value entertainment, accessibility and enjoy a good show. We are a registered charity and social enterprise and our audiences are diverse in age, background and outlook. It is also home to a lively bar.

With the theatre presenting a year-round programme of theatre, comedy, cabaret and writers' events, the bar provides a central hub and meeting place for audiences, artists and staff and is now a destination in its own right for Soho's visitors and workforce.

In usual times, the bar enjoys a festival atmosphere and is packed most evenings, while during the day provides a steady service to small groups holding meetings, individuals taking advantage of free WiFi and friends lunching or enjoying a coffee. The bar also hosts larger groups who may be in the building for showcases, seminars and presentations.

Within its own venue, Soho Theatre produces and presents its own new work, alongside co-productions and work from visiting companies in its three performance spaces; the intimate 165-capacity Soho Theatre, our 90-seat Soho Theatre Upstairs and our 150-capacity cabaret space, Soho Theatre Downstairs. Each year we have over 2,000 performances on our stages where audiences of 180,000 people see our work. Thousands more see our work on tour and online.

The Bar team is made up of a Bar General Manager, Deputy Bar Manager, Bar Supervisors and a team of energetic and friendly Bar Assistants. It is open from 9.00am until 1am, Monday to Saturday and is sometimes open on Sundays.

The team works alongside the theatre's operational departments to provide excellent, assured standards of service to all customers and visitors day and night. The team is responsible for providing an exceptionally friendly and informed welcome, and supporting visitors in their enjoyment of Soho Theatre and bar.

Soho Theatre Bar is a 100% commercial trading subsidiary of Soho Theatre Company Limited.

sohotheatre.com | www.sohotheatreondemand.com | [@sohotheatre](https://www.instagram.com/sohotheatre)

How to apply

Please send a CV to jobs@sohotheatre.com with the subject line Bar Assistant and complete an equal opportunities monitoring form found [here](#).

JOB DESCRIPTION

Job title:	Bar Assistant
Responsible to:	Bar General Manager
Purpose of job:	To deliver the highest standards of customer service at all times and to perform all aspects of bar service which may include opening, cleaning and general daily procedures with a comprehensive knowledge of all drinks, food and other products on offer.

DUTIES & RESPONSIBILITIES

Duties:

Customer Service

- Ensure that the customer experience is always excellent
- Deliver high standards of customer service (prompt, unobtrusive, attentive) while complying with current safety measures
- Maintain a high profile during service, being polite and helpful
- Promote and establish a regular customer base, remember their likes and dislikes
- Smile and maintain eye contact with customers
- Maintain high standards of personal appearance and hygiene

Prior to Service

- Report for duty on time, appropriately dressed and prepared for your shift
- Adhere to agreed break times
- Ensure the bar has had all required opening procedures adhered to
- Ensure all food and beverage preparations have been completed, and out of stock items have been issued in the correct format
- Ensure all cleaning responsibilities have been met
- Ensure that all tables are laid in accordance with standard
- Ensure all stocks have been brought from cellars in the appropriate manner

During Service

- Provide excellent customer service in line with the values of Soho Theatre & Bar
- Take instruction from line managers, and when possible anticipate their requirements
- Be conversant with the tills and iZettle system
- Serve within the structure of the order of service; take and process orders, serve, take payment and clear
- Respond to any drinks/menu queries with knowledgeable answers
- Serve customers to be prioritised – theatre and bar VIP's, unhappy customers, regulars
- Ensure your working environment remains clean and tidy
- Ensure the customers' needs come first
- React promptly and deal with any complaints, breakages, spillages in the correct manner
- Provide consistent positive attitude when working with other staff members, communicate any unresolved issues to a line manager
- Provide excellent teamwork to assist others

SOHO THEATRE BAR

- Follow the cash handling procedures
- Act as a reception point of entry for welcoming all visitors to the theatre building (separate guidance will be provided)

After Service

- Ensure bar is re-stocked
- Ensure rubbish is removed
- Ensure everything is left clean and tidy
- Report any outstanding issues to the Bar General Manager
- Sign out on rota to record working hours

General

- Be familiar with Soho Theatre's programme (and on occasion attend Soho Theatre shows if possible in order to converse with customers in an informed and confident manner)
- Maintain excellent levels of customer service
- Keep up to date with licensing legislation and awareness of legal responsibility for the premises, and inform others if needed
- Enforce Health & Safety rules and Food Hygiene regulations to deliver high standards
- Contribute towards and champion Soho Theatre's Equality, Access and Diversity policies
- Undertake such other reasonable duties as may from time to time be required

This is a guide to the nature of the work required of the Bar Assistant. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

PERSON SPECIFICATION

Attributes

- Resilient
- Reliable
- Excellent at using initiative
- Well presented

Experience

- Experience of bar work, ideally in a busy location
- Experience of multi-tasking
- Experience of working in a high-pressured environment
- Experience of adhering to health and safety guidelines in a hospitality environment

Skills

- Excellent communication skills with the ability to engage with a wide range of personalities and backgrounds
- Confident in dealing with the public in a friendly, professional manner
- Strong interpersonal skills, with the ability to be diplomatic and tactful
- Ability to work calmly in a fast paced, energetic and demanding environment
- Ability to demonstrate good attention to detail
- Ability to work well as part of a team and on your own
- Ability to maintain a high customer service focus by approaching your job with the customers always in mind
- Have a positive impact, taking personal responsibility and initiative to resolve issues, always clearly communicating with both customers and colleagues
- Ability to be flexible, responding quickly and positively to changing requirements
- Ability to maintain a high team focus by showing co-operation and support to colleagues in the pursuit of business goals
- Numerate and fluent in English

Qualities

- A professional attitude to work
- A friendly and approachable manner
- A flexible approach to work (including willingness to work evenings, weekends, late nights and public holidays as required)
- Be motivated and committed, approaching all tasks with enthusiasm
- Seize opportunities to learn new skills or knowledge in order to improve your personal performance

TERMS AND CONDITIONS

Equal Opportunities

Running through the core of Soho Theatre are the values of equality of opportunity, diversity of background and inclusion and accessibility for all. Our artists, audience and staff reflect a diverse London and we work hard to increase representation across cultures and experience.

Terms of Employment

This is a casual post, subject to a three-month probationary period.

If successful you will be offered a zero-hour contract and will be entitled to statutory holiday allowances, which will be paid when holiday is taken, and other qualifying statutory rights.

Salary

£9.25 per hour.(this will increase to £10.85 per hour in line with the London Living Wage from 1 October)

Holiday entitlement

Holiday accrues at 12.07% of the hours you actually work and entitlement will be paid for 7 minutes for each hour worked. Holiday entitlement rises to 25 days pro-rata after you have been continuously employed for 1 year.

Hours

Minimum shift length is 4 hours.

The bar is generally open from 9am until 1am, Monday through Saturday and occasionally on Sundays. Shift patterns will include evenings, weekend and daytime shifts.

Pension

The Company operates an auto-enrolment pension scheme, which you are eligible to join after three months of employment. This is at the rate of 3% from the employer and 5% from the employee on qualifying (banded) earnings. The Government will pay in 1% of qualifying earnings, which is tax relief. If you have made other arrangements, there is the option to opt out altogether.

Staff Benefits

- Complimentary tickets for Soho Theatre productions subject to availability
- Season Ticket and/or Cycle to Work loan schemes
- Training and development opportunities
- Discount at the Soho Theatre Bar and other local businesses
- Seasonal flu jabs
- Free tea and coffee whilst on shift
- Annual staff party
- Employee Assistance Programme, including health cover (subject to completion of probationary period)