
SOHO THEATRE BAR - BAR SUPERVISOR

The Soho Theatre Bar team are the first point of contact for everyone coming to the Soho Theatre; they act as reception and stage door (as well as making great coffee) during daytimes, and look after our audiences and artists in the evenings. An integral part of this team, the Bar Supervisors manage the staff on shift to deliver the highest standards of customer service, and all aspects of bar operations.

This is an exciting time to join a forward-thinking organisation at a time of growth and expansion, as we move to become a multi-site operation with a strong digital presence.

SOHO THEATRE is London's most vibrant producer for new theatre, comedy and cabaret. Opened in 2000, bang in the creative heart of London, it is one of the country's busiest venues with a buzzing bar and a year-round festival programme with a queer, punk, counter-culture flavour. Work extends far beyond its home with a UK and international touring programme and connections; presenting shows and scouting talent at Edinburgh Festival Fringe plus close links with the Melbourne International Comedy Festival. Soho Theatre is the UK's leading presenter of Indian comedians from the country's burgeoning comedy scene. It has established several partnerships there and has a Soho Theatre Comedy Producer based in Mumbai.

Developing digital output over time, the online platform Soho Theatre On Demand over lockdown hosted the phenomenally successful live recording of Fleabag alongside comedy, theatre and cabaret specials. Soho Theatre produces its own films and have more than 30 comedy specials, currently showing on Prime Video UK and the 'Soho Theatre Live' channel on British Airways inflight entertainment. Soho Theatre TikTok and YouTube and Soho Theatre India Instagram channels were launched in late 2022 with a refreshed website to launch in mid-2023.

Soho Theatre is working towards the opening of an exciting new second venue in London, Soho Theatre Walthamstow. A culmination of many years of Soho's work, in collaboration with a grassroots local campaign, to save a glorious, 1930s art deco venue with an incredible heritage reinvented as a 1,000-capacity venue for world-class comedy, panto, performance and participation – a 'local theatre with a national profile'.

Soho Theatre is led by Executive Director Mark Godfrey, Creative Director David Luff and a collaborative team. Soho Theatre's board is chaired by Dame Heather Rabbatts DBE; subsidiaries Soho Theatre Walthamstow co-chaired by Alessandro Babalola and Lucy Davies, Soho Theatre Bar by Jeremy King OBE.

JOB SUMMARY

Closing date: 5pm, Thursday 23 March 2023

Interviews: w/c Monday 27 March 2023

Job Title: Bar Supervisor

Responsible to: Bar General Manager

Working With: Bar team

Location: London, W1D 3NE

Salary: £27,000 per annum

How to apply:

To apply, please fill in an application form and complete an online equal opportunities monitoring form – [click here](#)). When completing your application form, please read the person specification in the job description carefully.

We will shortlist for the position based on how you respond to the job description and the person specification.

Submitting an application:

We prefer applications to be sent by email. Please send your completed forms to jobs@sohotheatre.com with **STBBS23** in the subject line.

If you would like to submit your application in another format, or you have any queries about this role, please contact HR on 020 7478 0100 or email jobs@sohotheatre.com to discuss alternatives.

The deadline for submitting your application is 5pm, Thursday 23 March 2023.

Interviews will be held w/c 27 March 2023. We will contact every candidate, whether they have been shortlisted for interview or not.

JOB DESCRIPTION

Job Title:	Bar Supervisor
Responsible to:	Bar General Manager
Purpose of job:	<p>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.</p> <p>To help the Bar Management in overseeing the work of the Bar team.</p>

RESPONSIBILITIES

Customers

- Ensure that the customer bar experience is always positive, with high standards of customer service
- Maintain a visible profile during service, being proactive, polite and helpful
- Smile and maintain eye contact with customers during service
- Ensure quick, accurate service and avoid mistakes
- Maintain high standards of personal appearance and hygiene
- Comply with all Health & Safety requirements related to bar service
- Promote and establish a regular customer base, remember their likes and dislikes

Prior to Service

- Report for duty on time and prepared for your shift, and adhere to agreed break times
- Ensure the bar has all required opening procedures completed prior to starting shift
- Ensure all cleaning duties have been completed
- Ensure that the bar is presentable, and all tables are laid in accordance with procedure
- Ensure all stocks have been brought from cellars in the appropriate manner and time
- In the absence of a Bar Manager, welcome the staff team to their shift and assign roles for the evening
- Ensure all out of stock items have been issued in the correct format

During Service

- Support the Bar Manager where necessary and oversee all serving staff
- Provide attentive, unobtrusive, prompt service
- Take and process orders, serve, take payment and clear tables
- Be conversant with the tills, Zonal software and card payment devices
- Serve customers following a clear order of priority - acknowledge customers to be prioritised and attend to them quickly
- Respond to any drinks/menu queries with knowledgeable answers
- Ensure your working environment remains clean and tidy
- Check stock levels, and ensure all lines are well stocked during shifts
- React promptly and deal with breakages and spillages in the correct manner and record these in compliance with health and safety procedures
- Provide consistent positive support when dealing with the team; be available to help with any issues that need to be resolved
- Communicate with SIA security if required to de-escalate situations

Box Office (when working as Daytime Supervisor)

- Act as the first point of contact for all visitors to the building, taking on the role of reception for artists and other building users and accepting deliveries for the theatre
- Confidently use the radio as a means of contact with the theatre, liaising with the Duty Manager to assist with arrivals to the building
- Maintain an awareness of daily building activity and the associated arrivals, departures and deliveries
- Always be a welcoming, knowledgeable and confident presence in the Bar

After Service

- Ensure the bar is re-stocked for the next shift
- Ensure any rubbish is removed and everything is left clean and tidy
- Report any outstanding issues to the Bar General Manager
- Sign out on rota to record working hours
- Record any issues in the SFSB diary at the end of each night
- Sign off working hours of security personnel
- Ensure the closing check list is sent to the Bar Manager

General

- Support the aims and objectives of ST, both internally and externally
- Attend programming and diary meetings and other internal meetings as required
- Uphold the company's equal opportunities, access and diversity policies
- Be fully aware of the theatre's activities and programme of events at all times
- Undertaking any other duties as may be appropriate to the nature of the post, as agreed with the Bar Manager

This is a guide to the nature of the work required of the Bar Supervisor. 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

Experience

- Experience of bar work at a supervisor level
- Experience of multi-tasking
- Experience of working in a busy, high-pressure environment

Skills

- 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

Qualities

- A professional, efficient and friendly approach to work
- Excellent communicator with the ability to engage with a wide range of personalities
- A flexible approach - able to work evenings, weekends, late nights and public holidays
- Motivated and committed when at work; happy to take initiative to solve problems
- Comfortable learning new systems and teaching others to use them, often being the first port of call for problems that arise
- Approach all tasks with enthusiasm and seize opportunities to learn new skills or knowledge in order to improve performance
- Comfortable working in a fast-paced creative environment

Don't meet every single requirement of the job? Don't worry. If you're excited about this role but your past experience doesn't align perfectly with every requirement in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

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 envisioned as a full time, permanent contract, with a six-month probationary period. However, we are open to job share applications, proposals for part-time or flexible working.

Salary

£27,000 per annum.

Holiday entitlement

20 days per annum plus Bank Holidays, rising to 25 days plus Bank Holidays after one year of continuous service.

Hours

This post is required to work shifts - minimum shift length is four hours.

Normal working week is 40 hours over a 6-day period, Monday to Saturday.

Soho Theatre bar is open from 9.30am onwards, closing around midnight on weekdays and later at the weekend.

Regular evening and weekend work will be required, including working past midnight. There are no overtime payments but TOIL is negotiable with your line manager.

Pension

Soho Theatre 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 4% 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 include:

- Tickets for Soho shows (subject to availability)
- Season ticket and Cycle to Work loans and other travel schemes
- Employee Assistance Programme including health insurance and stress/counselling
- Seasonal flu jabs
- Training and development opportunities
- Discount at Soho Theatre Bar and other local businesses

March 2023