



Soho Theatre Bar – Bar Assistant

The Soho Theatre Bar team are the first point of contact for everyone coming to the theatre; they act as reception and stage door, as well as making great coffee and serving excellent beer. They are the face of Soho Theatre - for artists, audiences and the public - from first thing in the morning to last thing at night, and help us to ensure everyone who visits our building has a good time.

Soho Theatre is London's most vibrant producer for new theatre, comedy and cabaret. A charity and social enterprise, we are driven by a passion for the work we produce, the artists we work with and the audiences we attract. We own our own home, Soho Theatre in the heart of London's West End. A former Synagogue, we raised funds, purchased and redeveloped it, opening it for the turn of the millennium in March 2000. Today it is one of the capital's busiest theatre and comedy venues, with a year-round festival programme, audiences of 180,000 a year and a buzzing bar.

Our roots date back to the early 1970s at the Soho Poly Theatre. A small but influential venue, Soho Poly was radical and relevant, capturing the excitement and innovation of its time. Today our work is wide-ranging, drawing from this fringe heritage, and adding a queer, punk, counter-culture flavour. We champion voices that challenge from outside of the mainstream, and sometimes from within it too. We value entertainment and a great night out.

We produce and co-produce new plays, work with associate artists and present the best new emerging theatre companies and comedians. We present the early work of countless UK artists (many who become industry giants), and we present many international artists' London debuts. We have a thriving variety of artist and talent development programmes, artists under commission and in development, and two new writing awards including the national Verity Bargate Award for new playwrights.

Work extends far beyond our Dean Street home, with a UK and international touring programme and connections. We present shows and scout talent at the Edinburgh Fringe Festival and have close links with the Melbourne International Comedy Festival. We are the UK's leading presenter of Indian comedians from the burgeoning scene there, and we have a Soho Theatre Producer based in Mumbai and regularly present work there. We film shows and create our own digital work, and this can be seen on Prime Video UK, inflight on British Airways and streamed from our website.

We are 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 and a collaborative team. Soho Theatre's board is chaired by Dame Heather Rabbatts DBE; subsidiaries Soho Theatre Walthamstow with co-executive director Sam Hansford and co-chaired by Alessandro Babalola and Lucy Davies, Soho Theatre Bar by Jeremy King OBE.

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



Application Process:

Closing date:	5pm, Friday 16 June 2023
Interviews:	w/c 19 June 2023
Location:	London, W1D 3NE
Salary:	£12.00 per hour (various hours)

To apply, please send us a cover letter and your CV, and complete an online equal opportunities monitoring form – [click here](#)). When writing your cover letter, 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 Your Application:

We prefer letters and CVs to be sent by email. Please send yours to jobs@sohotheatre.com with STBBA23 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, Friday 16 June 2023.

We will contact every candidate, whether they have been shortlisted for interview or not.



Job Description

Job Title:	Bar Assistant
Responsible to:	Bar General Manager, Bar Deputy Manager, Bar Supervisor
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

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
- Adhere to agreed break times
- Ensure the bar has had all required opening procedures adhered to prior to starting a shift
- Ensure all food and beverage preparations have been completed prior to service
- Ensure all cleaning responsibilities have been met
- Ensure all stock is rotated in date order correctly
- 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

During Service

- Provide excellent customer service in line with the values of Soho Theatre & Bar
- Take instruction from senior staff members, be proficient in anticipating their requirements
- 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
- Take and process orders, ensure payments clear
- Respond to any drinks/menu queries with knowledgeable answers
- Understand customers to be prioritised - 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 issues, complaints, breakages, spillages, and communicate any unresolved issues to a senior member of the team
- Provide consistent positive attitude when working with other staff members.
- Provide excellent teamwork to assist others.

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- Be aware and act as a reception point of entry for welcoming visitors to the building

Box Office (when working as Daytime)

- 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 bar is re-stocked for the next shift
- 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

- Support the aims and objectives of Soho Theatre Company both internally and externally
- 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 and safety rules and food hygiene regulations, supporting the team to deliver high standards
- Attend Company meetings and other internal meetings as required
- Uphold the theatre's Equal Opportunities Policy and Health & Safety Policy at all times
- Communicate efficiently with the rest of the department to ensure the smooth and efficient running of Communications activities
- Any other duties as may be reasonably 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 environment
- Experience of multi-tasking
- 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.

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 a casual as required position, with no fixed working hours.

Salary

£12.00 per hour.

Holiday entitlement

Holiday accrues at 12.07% of the hours you actually work and entitlement will be paid at seven minutes for each hour worked, which is equivalent to 20 days entitlement per year. Entitlement rises to 25 days (calculated as a percentage and paid per seven minutes) after you have been continuously employed for 12 months.

Hours

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

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.

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

- Complimentary tickets for Soho Theatre productions
- 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

May 2023