



JOB VACANCY: BAR ASSISTANT

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 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.

Led by a collaborative and diverse senior team and board, Soho Theatre is an exciting place to work with a strong team ethic, fast paced, and with opportunities and intent for staff development and progression.

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 Edinburgh Festival Fringe and have close links with the Melbourne International Comedy Festival. We are the UK's leading presenter of Indian comedians and regularly present work there. We film shows and create our own digital work seen across our social platforms, on TV and in flight 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'.

STRATEGIC GOALS

THEATRE: continue to increase the resource, profile and quality of Soho's theatre and new writing programme; to ensure that this work sits well within Soho's lively cross-genre festival programme with diverse audiences, but also carves out the space to breathe and flourish within it.

COMEDY: work to ensure that we maintain an industry leading place through thoughtful curation, innovation and always being able to spot the next new talent; ensuring that artists continue to see Soho as a home for comedy and one of the places they want to perform; maintain programming integrity as we grow our audiences through Walthamstow, touring and digital.

CREATIVE ENGAGEMENT: grow our pathways for creative participation from early years to adulthood, supporting the next generation of artistic talent; support the growth of creative, connected communities around a new local theatre in Walthamstow

WALTHAMSTOW: successfully open and establish as a 'local theatre with a national profile', working with our key stakeholders of Council and community. Effectively manage the resultant change, organisational growth and risk.

AUDIENCES AND DIGITAL: build our distinctive London brand towards wider and inclusive audiences, with a particular focus on LGBTQ+, South Asian and Waltham Forest; international

focus on India as well as Australia and the USA. Continue to build digital audiences and sustainable business models, also moving into specific digital content creation (as distinct from digital capture of live).

Job Description

Job Title:	Bar Assistant
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.
Reports to:	Bar General Manager, Bar Deputy Manager, Bar Supervisor
Working with:	Audience Managers, Foyer Supervisors, Duty Technicians
Location:	Soho Theatre, 21 Dean Street, W1D 3NE

Overview

Our Bar Team are often the first Soho Theatre staff to greet our audiences. You'll see them working away with customers as you head in for food and drinks, and they're here to ensure your comfort and safety when visiting us.

We're looking for friendly and approachable people with great communications skills who enjoy working with the general public and our artists. You'll be great at getting people served quickly and efficiently and able to answer their questions. If you're able to multi-task, think on your feet and do it all with a cheerful smile and maintaining eye contact, you're just the kind of person we're looking for.

Job Outline

Customer Service & the public

- Provide excellent customer service in line with the values of Soho Theatre & Bar
- Maintain a visible profile during service, being proactive, polite and helpful
- Ensure quick, accurate service
- Maintain high standards of personal appearance and hygiene
- Respond to any drinks/menu queries with knowledgeable answers

Reception Duties (when working in day times)

- 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

Operational

- Take and process orders, ensuring clear payments for customers
- Be conversant with the tills software and card payment devices
- Ensure all required procedures are adhered to prior to starting a shift
- Ensure all food and beverage preparations have been completed prior to service

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- Maintain the bar and associated areas so that they are clean, presentable and safe, and all tables are laid in accordance with procedure
- Ensure all stocks are brought from cellars in an appropriate manner and time and that stock is rotated in date order correctly
- Take instruction from senior staff members, be proficient in anticipating their requirements
- React promptly and deal with any issues, complaints, breakages, spillages etc
- Communicate issues to a senior member of the team
- Provide consistent positive attitude when working with other staff members
- On leaving a shift: Ensure bar is re-stocked for the next shift, waste is removed, areas are left clean and tidy and any outstanding issues to the Bar General Manager

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.
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

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
- Comfortable working in a fast paced, energetic and demanding environment

Skills

- Strong interpersonal skills
- Effectively working within a team
- Ability to multi-task and prioritise during busy times
- Time management skills (it's crucial staff arrive on time and prepared for work)
- Analytical and problem-solving skills
- Ability to demonstrate good attention to detail
- 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
- Keeping working areas clean, tidy and safe

Experience

- Experience in a customer service position
- Experience of dealing directly with the public
- Experience of multi-tasking

Desirable Experience

- Direct experience of bar work, ideally in a busy environment
- An interest in/knowledge of Soho Theatre
- First Aid training
- Experience of adhering to health and safety guidelines in a hospitality environment

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, part-time post, subject to a six-month probationary period. The postholder will work to 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. The role is working from Soho Theatre (Dean Street).

Salary

£13.15 ph

Holiday entitlement

Holiday accrues at 12.07% of the hours you 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

The core hours of work at Soho Theatre are from 9am to 1am. Hours of work for each period of engagement will be subject to agreement between yourself and your Line Manager. A minimum shift is 4 hrs. The start and finish times may vary depending on the needs of the work and the Company's business but will be between Monday to Saturday each week and hours to be worked flexibly will be in accordance with the published monthly rota. For this role you will be expected to be available over the Christmas and New Year period.

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

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 shows (subject to availability)
- Season ticket and Cycle to Work loans
- Employee Assistance Programme including health insurance
- Seasonal flu jabs
- Training and development opportunities
- Staff discount at Soho Theatre Bar and other local businesses

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