

APPLICATION PACK – Sep 2019
JOB TITLE: The Marlborough Bar Manager

Responsible to: Company Directors

Works closely with: Theatre Producer & Bar Supervisors

Responsible for: Casual Bar Staff, other casual staff (DJs, performers in the bar etc.)

TERMS OF EMPLOYMENT:

This is a permanent full-time role, subject to a 6-month probationary period. After the probationary period, the notice period is one month.

Salary: £25,000 per annum

Holiday entitlement: 28 days per annum, including public holidays.

Hours: 37.5 hours over 5 days of 6/7 possible operational days. Fortnightly shift pattern includes evening and weekends. There would be expectations to work during the Brighton Pride & trans pride (July/August), Brighton Fringe (May) and seasonal periods (NYE & Halloween).

STAFF BENEFITS:

- Complimentary tickets for The Marlborough Theatre productions.
- Training and development opportunities.

APPLICATION PROCEDURE:

Please send a CV (maximum 2 pages A4) and covering letter (maximum 1 page A4) outlining your suitability for the post and relevant experience, to:

Email (preferred): david@marlboroughtheatre.org.uk with subject line 'Bar Manager Application'

Application Deadline: 30th September 2019

Preferred Interview date: 3rd October Thursday 2019

POSITIVE ACTION:

Positive Action refers to a range of measures and initiatives that employers can lawfully take to actively encourage individuals from underrepresented groups to apply. The selection itself is no different, and is based solely on merit.

Due to the nature of the work we do, we welcome applications from LGBTQ+ people.

We are particularly keen to receive applications from people of colour from BAME backgrounds, in recognition of the fact that these groups are currently underrepresented in the sector, and can guarantee an interview for all those who demonstrate how they meet the 'essential' criteria.

EQUAL OPPORTUNITIES:

The Marlborough Pub & Theatre is committed to being an equal opportunities employer. All staff members are required to adhere to the Marlborough Pub & Theatre's Equal Opportunities Policy.

JOB CONTEXT

The Marlborough Pub is vibrant venue with long associations with Brighton's large LGBTQ+ and performing arts communities. The building dates back to 1794 and has a chequered history as a boarding house, ballroom, gambling suite and general den of iniquity. Today, it is an inclusive, safer space a hub for the local LGBTQ+ community, packed with events and activities all week (DJs, quiz night and open mic). We are located next to a Brighton University Campus, making us a popular destination for students. Every year we actively participate in the city's cultural calendar producing large scale events for trans pride Brighton, Brighton Pride and Brighton Fringe.

Upstairs is the 60-seat Marlborough Theatre. Our programme comprises a huge variety of theatre, music, spoken word, comedy and live literature from homegrown emerging talents to nationally acclaimed artists & companies. We specialise in the unusual, the unexpected and seek out work that has something to say about contemporary life.

Marlborough Theatre is now seeking a driven and passionate Bar Manager to join our Team. A primary point of contact for all the public users of the building, the post holder will be responsible for the quality of the experience for visitors coming into the pub & theatre and ensuring that patrons have the best possible welcome. With a strong sales focus, creative enthusiasm for events and a strategic vision, you will maximise income in the bar area.

PERSON SPECIFICATION

Essential

- 1 years experience of Bar Manager role or 2 years experience of Assistant Bar Manager role
- Confident team leader with proven experience successfully managing staff
- Proven experience of leading on customer service delivery
- Experience of setting and achieving sales targets and managing budgets
- Ability to create a welcoming environment for a diverse range of customers
- Detailed knowledge of Health and Safety legislation
- Strong numeracy and literacy skills
- Strong IT skills, knowledge of Word and Excel
- Experience of promoting online via social media channels
- Positive attitude and drive

Desirable

- Experience of Brighton's LGBT community and desire to work with LGBTQ+ staff and serve LGBTQ+ customers
- Experience of a theatre/arts and environment
- Experience of event management
- Experience of events marketing and promotion
- Experience of working in or managing a kitchen

- To live within 30 minutes of the premises
- Hold a personal license
- Security, Health and safety and / or First Aid training
- Training in food safety management / food hygiene legislation and best practice

JOB REQUIREMENTS & RESPONSIBILITIES

Bar Operations

- To be responsible for managing the bar, ensuring that it is run efficiently to maximise profit and minimise outgoings and meet agreed targets; and to ensure that public areas are clean, tidy and presentable at all times.
- To take responsibility for stock control: to process orders and deliveries according to the forthcoming theatre and bar events programme and expected bar takings, to manage and record stock levels and to ensure that stock is stored safely and securely.
- To ensure the bar is run in accordance with Health and Safety, Licensing and Hygiene legislation and that staff understand the rules and regulations regarding selling alcohol.
- To develop local ties and encourage non theatre-going patrons as well as theatre patrons to the venue, especially building on daytime custom.
- To be fully aware of the conditions of the Pub's Premises License and ensure that they are observed at all times.

Strategic and Financial

- To provide the Directors with information necessary for the financial management of the organisation and assist in the forward planning and budgeting processes.
- To take responsibility for cash control: to monitor profit margins for bar and catering, liaising with the Directors to ensure that takings are reconciled daily and banked weekly using existing systems.
- To research and develop other sources of income for bar, catering and Front of House as appropriate and in line with the organisation's brand.

Marketing, Promotions and Events

- To take a lead on promoting the Marlborough Pub, bar activities and food online via social media channels (facebook, twitter, instagram etc)
- To take a lead on organising the programme of bar events connecting with drinks promotions
- To actively support and advocate The Marlborough Pub & Theatre, its mission and activity, directly contributing to a culturally vibrant, inclusive and inspirational venue.
- To liaise with incoming bar event (DJ/Quiz/Open Mic) producers and manage their requirements, such as tech.

Front of House Operations

- To be the public face of the organisation, greeting patrons and acting as ambassador for the pub, ensuring the highest possible standards of customer care and ensuring all public areas offer a friendly, welcoming and well-presented atmosphere to visitors.
- To be the responsible person in charge while the pub is open to the public, taking the lead in all situations and liaising with colleagues whilst following the pub & theatre's policies and procedures at all times.
- To coordinate bar staff ensuring they carry out their duties and responsibilities efficiently and bar sales are maximised.
- To ensure the bar complies to company standards and health and safety legislation.
- To liaise with the theatre team so that they have all the information they need to offer an excellent and informed service to our customers.
- To ensure staff are working according to the most up-to-date in-house procedures, including the organisation's Health and Safety Policy and especially emergency procedures, making sure that are able to implement these at all times and that they are made aware of any changes when necessary.
- To co-ordinate the communication between the theatre's Front of House team and sales, marketing and box office staff including audience special requirements, groups, promotional offers, general show information etc.
- To ensure the pub is secure at all times

Staffing

- The Marlborough Pub & Theatre operates 7 days a week. The Bar Manager is responsible for the adequate staffing of the pub at all times when it is in use.
- To work with the Directors to line manage, and recruit where necessary.
- To work with the Directors to ensure the Bar Staff are appropriately trained, including induction training, customer service and health & safety training, fire drills and evacuation procedures.

Other

- To be familiar with the bar's Theatre Box Office system.
- To act as keyholder as required.
- Other tasks as required, commensurate with the overall purpose of the post.