
1911 BAR SUPERVISOR

Purpose

A dramatic transformation of the Shaftesbury Theatre for the 21st Century began in 2016 with the completion of the award-winning fly tower. In the autumn of 2022, the latest phase, the new 1911 Bar, together with a new hospitality suite, the Taffner Suite opened.

The 1911 Bar Supervisor will take an active part in the day to day running of the Theatre's new Bar. They will focus on the daily operation, whether that be performances or private events and conferences. The postholder reports to the Head of Bars and Hospitality on all matters or as appropriate their delegated Deputy. Their line manager is the Head of Bars and Hospitality.

Attendance at a show or an event at the Theatre is for most members of the public a significant event and thus the Bars and Hospitality Team have an important role in representing the Theatre to ensure that it is of an exceptional quality. The 1911 Supervisor assists in the management of the Bar Staff team, overseeing the food delivery for the bar and provides efficient and effective cash and stock management. Their focus will be the 1911 bar and its range of hospitality offerings.

Duties

- To provide, and lead others team members to deliver, exceptional customer service to all those visiting to the Theatre.
- To effectively communicate instructions and delegate responsibilities to members of the bar team.
- To acknowledge and handle customer complaints relating to the 1911 Bar efficiently and effectively.
- To provide a first-class level of customer service at the Shaftesbury Theatre ensuring a high level of comfort and safety at all times.
- To oversee the food offering in the 1911 Bar ensuring our Food Preparation Area is compliant with Food Safety Regulations at all times.
- To maintain, at all times, the highest standards of Customer Service in accordance with the Theatre's Customer Care guidelines and the policies and aims of the Company.
- To work in close liaison with the Head of Bars and Hospitality in managing and delivering the requirements of each production and event at the Theatre.
- To operate in accordance with the Bars and Hospitality department's operational manual to ensure efficient and effective operational procedures at all times. In particular, such procedures should comply with Licensing, Environmental Health and Fire regulations.
- To maintain accurate financial records and controls which shall include, but not be limited to, cash management, stock control and sales reports
- To actively seek opportunities for training within the team and communicate this to the Head of Bars and Hospitality.
- To assist in managing all equipment for the efficient operation of the Bars and Hospitality department. Ensuring adherence to operational procedures, effective routine maintenance, cleaning and implementation of any agreed programme of replacement.

- To work on any special project as identified by the Senior Management team.
- To support Theatre of Comedy Company's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.
- To comply with the Company's Electronic Communications and Data Protection policies.
- To comply with Theatre of Comedy Company's Equal Opportunities and Health and Safety Policies at all times.

Person Specification

Essential

- Previous experience working in theatre, hospitality or events
- Exceptional customer service skills
- Ability to lead and motivate a team
- Ability to work under pressure and prioritise
- Ability to take initiative and come up with innovative solutions
- A flexible approach to working patterns
- Good social and interpersonal skills
- A good team player
- Educated to a good general standard
- Numerically literate
- Good spoken English
- The ability to communicate effectively at all levels
- Computer literate (use of Microsoft Office)

Desirable

- Private dining experience
- A passion for Theatre

Rate of Pay: £12.95 per hour scheduled over six days

The current performance schedule is evening Monday through to Saturday with afternoon performances on Friday and Saturday. Future productions could nominate different afternoon performances and/or present the main production on Sundays, with an alternative rest day. Currently, we have regular Sunday performances presented by a range of independent producers. Such performances are worked in addition to standard hours.

Closes: Friday 27th January