

LAWRENCE BATLEY THEATRE HUDDERSFIELD



We're recruiting

Bar and Duty Manager (25 hours per week)

Recruitment Information Pack

If you require a different format of this Recruitment Pack, please contact recruitment@thelbt.org for support.

We're recruiting for...

Job title: Bar and Duty Manager

Main purpose of the role:

Lawrence Batley Theatre is recruiting for a highly motivated and experienced Bar and Duty Manager. You must have a passion for driving sales, delivering the best in customer service and be motivated to play a leading role in the Visitor Experience Department.

You will contribute significantly to our frontline services by managing and motivating a team of staff in generating sales and reaching income targets, overseeing stock and ordering as well as bar staff recruitment, training and management. The role is operational and administrative and flexible working hours including evenings and weekends will be expected.

The Bar and Duty Manager post will work closely with all Visitor Experience Managers to ensure a high standard of service across all customer service areas – this will include serving as duty manager on some performances and room hires.

Responsible to:

Head of Visitor Experience

Responsibilities:

- Act as Duty Manager for performance shifts
- Ensure timely running of shows and bar provision
- Liaise with companies over selling of merchandise and all front of house matters
- Support the aims and objectives of the Licensing Act 2003.
- Ensure all health and safety procedures are adhered to
- Ensure all food hygiene policies and procedures are adhered to.
- Ensure provision and delivery of excellent customer service and sales across bar and catering operations
- Be prepared to refuse entry or reject personnel from auditorium/theatre if necessary
- Provide public address if required i.e. show stop
- Co-ordinate full emergency evacuations alongside Duty Technician
- Collaborate on room set-up requirements
- Support the aims and objectives of the Disability Discrimination Act 1995 and be pro-active in addressing access needs.
- Ensure a clean, safe and welcoming environment for all staff, visitors and patrons.
- Collaborate as necessary on drafting of rotas
- Work an average of three shifts per week behind the bar or as duty manager to serve and manage staff during operating hours (weekend and evening work required).
- Support colleagues with flexible provision of staff to oversee the operation of other points of sale, including kiosk, ice creams and merchandise.

- Perform cellar management duties including gas and keg changes, line cleaning and post-mix maintenance.
- Be responsible for stock orders and management, ensuring efficient practices to maximise income and minimise wastage.
- Follow all company financial and security procedures when handling monies, cashing up etc.
- Liaise with Sales and Events Co-ordinator for private hire catering requirements and follow through with external resourcing
- Recruit and train Visitor Experience Assistants
- Work closely with the Head of Visitor Experience and other relevant departments to ensure best practices, relevant expenditure, maximised sales and all administrative duties associated.
- Act as a first aider and a fire warden, leading on emergency evacuations when required.
- Complete incident and accident reports when required
- Be a key-holder who opens/locks up the premises.
- Deal with customer enquiries and complaints, and ensure all operational issues are dealt with effectively, efficiently, and in line with company policy.
- Act as an ambassador for the Lawrence Batley Theatre.

Personal attributes:

Essential:

- Excellent communication
- Experience in working in a bar or other hospitality venue
- Able to work under pressure and use initiative to problem solve quickly
- Experience in leading a team
- Confidence to manage staff and public
- Good IT skills, particularly excel
- Available to work unsociable hours, evenings and weekends

Desirable:

- An interest in live performance, theatre or the arts
- First aid trained
- Holder of a Personal License
- Knowledge of the communities and audiences in Kirklees

Terms & Conditions

Salary: £24,400 per annum pro rata (£16,266.67 actual)

Hours: Average of 25 hours per week (there may be additional hours available during our busy seasons).

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Hours will be flexible as evening and weekend work will be required. No overtime is payable but time off in lieu may be taken with agreement of line manager.

Leave: Annual holiday entitlement is 20 days per year plus bank holiday entitlement pro rata. This increases to 25 days per year after the first years' service pro rata and 30 days per year after five years' service pro rata.

Notice: Two months

Standard terms and conditions of Lawrence Batley Theatre apply.

To apply please send a completed application form to recruitment@thelbt.org

Deadline for applications is Friday 28th November at 12noon.

Interviews will take place on Thursday 4th December.

Recruitment procedure & guidance

The Lawrence Batley Theatre's success is down to the passionate and creative people who make up our team.

All we ask is that those who want to join us are passionate about what we do, dedicated to local theatre and have an open mind.

These guidelines set out our approach to recruitment to give all potential applicants clarity about the standards and practices that are applied in our recruitment and selection processes.

Job Description

The job description contains information about the main purpose of the role, covering as comprehensively as possible the responsibilities of the post holder and what skills are required in the performance of their duties.

Essential and desirable attributes

This section of the recruitment pack lists the criteria that are required for someone to be able to perform the role to the required standards. The criteria are used in the shortlisting process and will inform the basis of the tasks/questions asked at interview.

Equal Opportunities

We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates. Recognising that the theatre sector, including ourselves, has a great deal of work to do to become truly equal we issue an Equality Monitoring form to everyone who applies to us. This form is anonymous and the information it contains is not considered as part of the selection process, however, after every round of recruitment we use the monitoring information we collect to understand who is and is not applying to our theatre – which allows us to identify areas in which our workforce is not representative of our community and developing ways of improving representation off the back of this.

Advertising vacancies

All of our vacancies will be advertised for a minimum of one month where practically possible. As standard posts will be advertised on our website, social media and Arts Jobs. On some occasions vacancies will be advertised on jobs boards such as Guardian Jobs, Arts Professional and Arts Marketing Association.

Application process

For most of our vacancies we ask candidates to complete an application form to be considered for the role but in some circumstances, we may hold open recruitment days for certain posts.

Submitting your application

Below are some tips for submitting your application:

- Complete all sections of the application form
- Type or write clearly in black and blue ink
- Try explaining any gaps in your work history
- In the 'Please tell us why you are suitable for this role section' please tell us how your previous experience demonstrates your ability to fulfil the role you are applying for

Shortlisting

Once a vacancy has reached the closing date no further applications will be accepted. Before being reviewed we anonymise applications. Applications are then reviewed by a team of at least two members of staff with direct knowledge of experience and skills relevant to the role being applied for. They will shortlist based candidates based on the Job Description and application.

As soon as a decision has been made, we will contact shortlisted applicants to arrange interviews. Normally you would expect to hear from us within one to two weeks of the closing date if you have been selected for interview. If you do not hear from us within two weeks you have not been successful on this occasion.

Interviews

The interview is an opportunity for us to get to know you and to better understand your skills, experience, knowledge and abilities. Interviews are conducted by the same two of three people who shortlisted applications and will include the line manager of the post being advertised. One of the team will act as Chair which means they are responsible for ensuring interviews are conducted professionally, fairly and in line with our Recruitment Procedure. The Chair also ensures that each panel member has an opportunity to give feedback on candidates in relation to the selection criteria and that those criteria and not other factors are the basis for the panel's decision making. The Chair is also responsible for ensuring interview notes are completed for every candidate to help us record the panel's decision but also to enable us to provide feedback for all Interviewees so that you can understand the outcome of the interview.



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