



## Job Description & Person Specification

<b>Post title:</b>	Casual Bar Manager
<b>Responsible to:</b>	Food & Beverage Manager
<b>Direct Reports:</b>	Casual Bar Staff/ Volunteers on the shift
<b>Key contacts:</b>	All other staff and volunteers, external suppliers and customers

### Background

The Stables, based in Milton Keynes, is one of the UK's leading music organisations with a vision to engage the widest range of people with music in all its diversity. As a registered charity we strive to enrich people's lives with opportunities to access, participate in and experience live music, and the arts in general.

We usually deliver more than 400 concerts across all music genres and 250 learning and participation projects each year. The venue is used to welcoming over 100,000 visitors to the site annually. We also produce events in other places including IF: Milton Keynes International Festival, a large-scale event which engages people with extraordinary events in unusual spaces and in unexpected ways.

The Stables has three bars (The Main Bar, The Snack Bar, and The Kitchen/ Stage 2 Bar), serving a wide range of drinks and snacks/ food. The Stables also provides the bar service at IF: Milton Keynes International Festival and associated events.

Find out more on our websites:

[www.stables.org](http://www.stables.org)

[www.ifmiltonkeynes.org](http://www.ifmiltonkeynes.org)

Please note that this Job Description is designed to give you an overall view of the job and is not a definitive list of tasks.

## **Job Purpose**

To lead the bar operation for events, ensuring high-quality customer service, full compliance with licensing and safety regulations and effective supervision of staff and volunteers including:

- Ensuring service areas are ready for service
- Briefing and management of the service teams including allocation of roles, monitoring/ supporting performance/ training during service and promoting a positive and inclusive team working environment
- Ensuring compliance with the 2003 Licensing Act regulations (and any subsequent amendments) including the prevention of under-age sales, irresponsible promotions and disorderly conduct.
- Ensuring compliance with Health & Safety and Environmental Health standards, requirements and regulations
- Serving members of the audience and artists during licensed hours
- Cashing up and reconciling tills and payments at the end of service, ensuring compliance with our Financial controls, including secure storage of monies
- Maintaining the cleanliness of all bar equipment, stock, cellar, storage and service areas in line with health and safety regulations
- Maintaining a professional appearance and conduct
- Upholding our Equality, Diversity & Inclusion Policy in all interactions with colleagues, volunteers, customers and artists.
- Demonstrating excellent customer service at all times
- Acting as an ambassador for The Stables and its values

## **Key Tasks**

### **General**

- Overseeing the hospitality staff/ volunteers working on shift, including the Snack Bar and The Kitchen/ Stage 2
- Ensuring staff/volunteers working on shift understand licensing obligations
- Ensuring responsible alcohol service in line with Challenge 25
- Ensuring no alcohol is served to under age or intoxicated customers
- Following emergency evacuation procedures as required

- Promoting a positive and inclusive team working environment
- Working in line with our policies including safeguarding and health & safety reporting concerns to the Duty Manager
- Ensuring manual-handling guidelines are followed when moving kegs, crates or heavy stock
- Any other duties commensurate with the role as required

## Preparing for Service

- Checking cellar safety (e.g. clear of spillages and obstacles that could cause slip or trip hazards)
- Setting up tills at the beginning of the evening (checking the floats etc.)
- Ensuring glass washer is switched on prior to service
- Turning on gas and beer in cellar, then pull through to the bars
- Setting up the Main Bar, Snack Bar and The Kitchen/ Stage 2 Bar – check stocks and restock as necessary ensuring stock rotation (First In, First Out)
- Ensuring allergy information, soft drink options and price lists are correctly displayed and clearly visible
- Checking glasses are sufficient for service requirements and that they are clean and unchipped

## Service

- Taking orders and serving customers/ artists as necessary throughout the event
- Checking drink stock levels and glass supplies throughout the service
- Preparing pre-orders for the interval
- Keeping bar surfaces as clean and dry as possible
- Washing and putting away glasses throughout the service, ensuring that any broken glass is safely removed and disposed of in accordance with food-hygiene and safety standards

## Closing

- Ensuring bar is cleaned and prepared for the next performance at the end of service
- Taking general waste bags and recycling to bins at end of the service
- Removing empty kegs from the cellar
- Restocking of all fridges

- Cashing up payments and reconciling with total on tills
- Ensuring all tasks are completed as per the Daily Cleaning Checklist in compliance with Health & Safety and Environmental Health standards and requirements

## Required Knowledge and Experience

Criteria	Essential	Desirable
<b>Job Related Experience/ Skills</b>	<ul style="list-style-type: none"> <li>• Previous bar experience/ customer service</li> <li>• Basic Numerical and Literacy Skills</li> <li>• Experience of EPOS tills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing staff/ volunteers</li> <li>• Experience of managing or overseeing a bar/ catering facility</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Courteous and friendly manner</li> <li>• Ability to work under pressure in a fast-paced environment</li> <li>• Good at problem solving</li> <li>• Good attention to detail</li> <li>• Team player with a positive attitude</li> <li>• Strong leader able to delegate tasks</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willing to undergo training</li> <li>• Flexible</li> <li>• Able to undertake evening and weekend work</li> <li>• Ability to lift and move stock, including kegs, cases and glassware</li> <li>• Ability to stand for prolonged periods</li> </ul>	

## **Key Terms and Conditions**

The current rate of pay for this post is £12.50 per hour.

This role is offered on a casual worker basis therefore hours are not guaranteed and will be offered depending on operational needs.

Full terms and conditions will be made available following a successful interview/ appointment and applicants will be required to sign a casual worker agreement.

Applicants who wish to discuss the role in advance of application can arrange to talk to Jo Cooper on 01908 280828 or emailing [joana.cooper@stables.org](mailto:joana.cooper@stables.org)

## **How to Apply**

Please submit a CV with covering letter that details your interest and suitability for the role with particular reference to how you meet the skills and experience required.

Applications should be returned to [joana.cooper@stables.org](mailto:joana.cooper@stables.org) or by mail to Joana Cooper, The Stables Theatre, Stockwell Lane, Wavendon, Milton Keynes, MK17 8LU

As this is a casual post, there is no fixed closing date for applications.

If you have not heard from us within three weeks of submitting your application, then your application has not been successful on this occasion - we are unable to enter into any further correspondence in relation to this.

The Stables is committed to building a diverse and inclusive workforce and encourages applications from people currently under-represented in the creative and cultural sector.