

Recruitment Pack

Bar Supervisor



About The Roses

The Roses is a 370 seat, mixed arts centre in Gloucestershire, and the largest cultural organisation in the Borough of Tewkesbury. It welcomes around 80,000 visitors every year and provides a unique cultural offering to the local community and tourists visiting the medieval market town of Tewkesbury.

Originally built in 1974 to be the cultural heart of Tewkesbury, it now boasts a nationally renowned programme of British and international independent cinema, screening up to 600 films a year, and stages a vibrant live arts programme that includes theatre, music, panto and comedy.

An extension in 2015 expanded the venue's front of house space and created a new bar and coffee shop where the public can enjoy a pre-show and interval drinks as well as live entertainment including jazz and folk music and stand up comedy.

A Centre For Community Creativity

The Roses is a recognised centre for arts participation serving audiences across Gloucestershire and South Worcestershire, with a specific focus on serving under-represented groups and areas of low engagement. Current and past initiatives include:

- **Feel Good Digital Festival 2020** – a participatory programme of free workshops, masterclasses and creative groups that ran from July – Oct 2020. It provided paid employment to over 30 local creative and arts freelance practitioners impacted by Covid-19.
- One of 10 UK cinemas selected to take part in the **BFI Young Audience Generator**, a year long participatory initiative in 2021 engaging young people in programming and experiencing British & Independent cinema
- Weekly and monthly **creative groups** include Tewkesbury writers group, The Roses Choir, weekly knitting and painters group; all providing vital social and creative activities every month
- **Engaging Younger Audiences Project 2021** - a new programme of facilitated marketing and programming workshops for 14 to 25 year olds that will contribute to organisational development and rebuilding marketing infrastructure

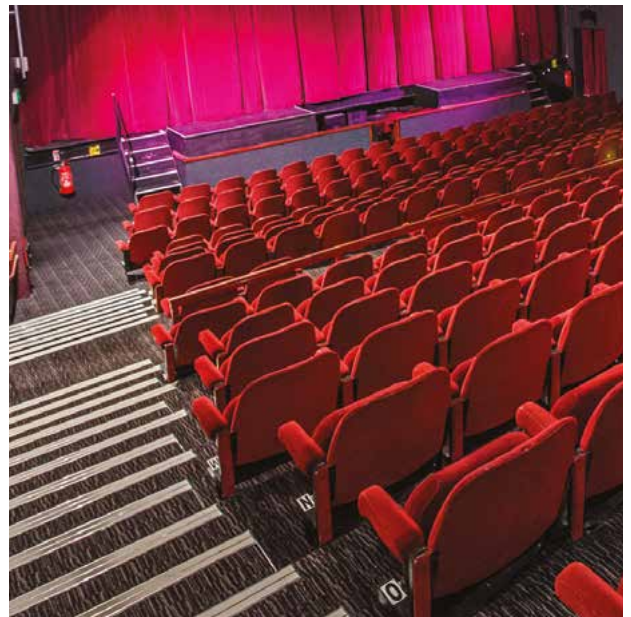
- The Roses **volunteer scheme** with nearly 100 active participants – the volunteer scheme provides a vital social lifeline to many of those involved, particularly over-70s experiencing isolation
- **Your Future** - a creative workshop project aimed at families who have experienced domestic abuse supported by the Big Lottery Fund, Tewkesbury Borough Council, Gloucestershire County Council
- **Reaching Communities** - a young persons project to improve mental health and wellbeing, that included a funded Community Builder role
- **Take Part** department - engaging & inspiring younger generations including a young persons programming panel, Artsmark awards, and training across on and offstage venue roles



Mission

The Roses is the cultural heart of Tewkesbury and the surrounding areas, and is a community resource that aims to create change in the following areas:

- **Enrichment and Education** - in 2021 the theatre will launch a new 'Get Creative' department focused on participation and educational opportunities
- **Community and Belonging** – The Roses is a place that welcomes everyone, and we use our resources to support people and communities that are isolated or marginalised
- **Accessibility** – our programme is built to enable everyone to have access to art and culture, and ensure all forms of art and culture are celebrated through a diverse and vibrant programme



Find out More

You can find out more about The Roses, including current events and projects, by visiting the theatre's website at www.roses theatre.org



Job Description And Person Specification

Post:	Bar Supervisor
Responsible to:	The Director
Responsible for:	Café volunteers
How to apply:	Please send a CV and cover letter to jessica.brewster@rosetheatre.org by Friday 27th August 2021

The Roses Bar Supervisor is a new role that will develop and deliver The Roses' bar offer to provide a vibrant, fun, safe and welcoming space. The role will help to improve the experience for our audiences and users and maximise profit for the charity. We are looking for an experienced bar supervisor to work flexibility across weekday and weekend evenings depending on the theatres programme, overseeing all aspects of the bar and service.

Responsibilities

Business development

- To develop, manage and maintain a vibrant, safe, clean and welcoming bar area
- To design drinks menus and promotions that reflect our audiences tastes and compliments the Roses programming
- To develop relationships with suppliers to ensure the bar promotes eco-friendly and local businesses
- To regularly review the business plan, competition and menu to ensure the Bar is competitive within the wider local market/industry

Bar Management

- To provide excellent management of the day-to-day running of the bar including stock management, cleaning and staffing
- To ensure the bar is compliant with all regulations including premise licensing, hygiene and finance
- To liaise with the Volunteer Co-ordinator to develop the Bar Volunteers group
- To train volunteers in all aspects of the Bar through regular inductions
- To manage the EPOS system including reporting on finance and stock
- To regularly refresh the bar menu
- To manage the bar budget, stock and supplies to maximise profit
- To ensure that all bar equipment is maintained and in full working order
- To develop and manage strong relationships with suppliers, volunteers, staff and customers
- To report on the bar budget, business and customers
- To supervise and rota all bar staff to ensure the smooth running of operations, and customer service
- To ensure that bar staff and volunteers are appropriately trained in all aspects of the role including Food hygiene, H&S, accessibility, the theatre's customer service standards, and fundraising
- To support the Front of House manager to close down the building at the end of the night

Customer Service

- Work in collaboration with the Front of House supervisor and management team to develop, deliver and regularly review Roses Customer Service standards ensuring that staff are trained and up-to-date with current policy
- To lead by example to manage to ensure excellent customer service and care from all members of the team
- To provide excellent in-house communications with audiences, users and customers that enhances their experience
- To develop an environment that encourages customers and audiences towards our bar and café area,

and highlights the excellent facilities in the theatre

Health & Safety

- To ensure that Health & Safety is kept to the highest possible standards in the Bar
- To manage bar hygiene and waste
- To develop and maintain the use of Peninsula's Business Safe H&S software to report and record all H&S procedures, training and policies
- To be a key member of the H&S team meetings, and providing reports where necessary
- To have up-to-date H&S training in first aid and accident reporting

Fundraising

- To ensure that the bar is a display point for fundraising initiatives
- To implement and manage a donation 'top-up' scheme on the bar
- To work with Box Office and Marketing to identify loyal audiences and enhance their experience and sense of community within the venue
- To treat volunteers as high level donors and work with the Director to build a volunteer programme that supports all areas of the theatre

This job specification reflects the core activities of the post and is subject to change and development as the theatre develops its programme, services and customer offers that might impact on Front of House services and venue facilities. Therefore we expect the post holder to adopt a flexible approach to their role and undertake new relevant training when necessary.

Person Specification:

We are looking for a friendly, highly organised and methodical individual with a love of food, excellent customer service skills, and who can combine the management of detailed process and procedure with the creativity needed to build a brilliant, vibrant and welcoming community café.

Essential

- Personal licence holder
- Proven experience of managing bars or similar environments
- Business planning skills, including working knowledge of budgets and budgetary control
- Excellent interpersonal skills
- Excellent customer service skills
- An understanding of working with contractors
- Evidence of experience of H&S procedures, policy, training and implementation
- Experience of supervising staff and rotas

Desirable

- A passion for the arts
- An understanding of communities & arts audiences across Tewkesbury town & borough
- Experience of Box Office provision and service
- Experience of working with volunteers

Terms and conditions

Salary:	£10.25 per hour
Notice period:	After a probationary period of three months, during which time employment can be terminated by one weeks notice on either side, the notice period will be one month.
Hours:	20 hours a week, flexible to the Roses programme
Holiday:	20 days pro rata plus bank holidays
Pension:	In line with the company's pension scheme

