



## **Job description**

### **Bar Staff**

Part-time: approx 10 -15 hrs per week (shift-based)  
Salary: £9.50 ph  
Reporting to: General Manager  
Responsible for: service delivery in the Library Bar

#### About the Library Bar

Chats Palace has taken over the role of delivering the in-house bar and we are looking for reliable, responsible staff to help build trade and grow the business with us.

The Library Bar will operate Tuesday Thursday & Saturday on the following schedule:

Tues: 17.30 – 22.00      Thurs: 18.00 – 22.30      Sat: 09.00 – 14.00

Additionally, the bar will be open for all our events, with late openings to 1am on Fridays and Saturdays where necessary.

The Library Bar will offer a wide selection of locally sourced drinks (beers, wines, spirits, soft drinks), a selection of coffees and teas and a simple menu of pastries, cakes and bar snacks.

The primary responsibility of the Café Bar is to serve both theatre and non-theatre visitors. The seating capacity is approximately 40. On performance nights, up to 200 visitors may be served before, during and after shows in the bar. Special events such as conferences, parties, wedding receptions and other private hires will also be catered for.

The café/bar is an essential part of the Chats Palace experience and represents a key income generator for the venue.

Bar Staff work closely with our Front of House staff and General Manager, ensuring that FOH and bar/café work well together in offering excellent customer service and supporting each other's functions.

#### Key responsibilities and tasks

##### *Bar Supervision*

- ensure that excellent customer service is delivered at all times
- set a good example for bar/cafe staff with regard to punctuality, attendance, attitude and hygiene and ensure that high standards are maintained at all times
- ensure that all staff are fully briefed about menus, offers and other venue details
- promote and practise relevant health and safety and fire safety standards
- ensure all relevant legislation (licensing etc.) is adhered to
- maintain and ensure adherence to effective security procedures, including opening and closing procedures
- ensure that accurate cashing -up and cleaning procedures are carried at end of night
- ensure that cleaning routines are carried out to expected standards

### *Stock Control*

- maintain an overview of stock and manage physical stock control during shifts,
- ensuring full availability of all menu items
- ensure that all services and items are being charged for correctly
- ensure all deliveries are received and confirmed correctly and that all relevant
- delivery notes/ invoices are correct
- maintain effective stock control, storage, rotation and inventories to minimize wastage
- order stock items as directed by the General Manager and according to budget, at all times working within the venue's financial protocols.

### *Finances*

Ensure that -

- all cash/financial procedures are carried out correctly and fully and that the
- General Manager receives all reports promptly and to the required standards
- all cash and stock is kept safely whilst on the premises
- tills and pdqs are operated correctly
- cash takings are accurately recorded and reconciled

### *Staffing*

- ensure that all policies and procedures are followed correctly and fully at all times
- regularly liaise with the FOH team to ensure seamless cooperation between both teams in delivering excellent service to all visitors

### Person Specification

#### *Experience*

- good experience (2 years+) in food and beverage management, preferably in London;
- experience of working in a multi-faceted venue desirable
- experience of
  - managing cash and stock
  - leading and motivating a team

#### *Knowledge*

- of food preparation
- of Health & safety, food hygiene, licensing laws and cash handling
- understanding of the performing arts and the nature and demands of operating within an arts/events venue
- excellent command of English
- competent IT, numeracy and literacy skills
- qualification in hospitality/catering desirable

#### *Ability and Aptitude*

- Excellent customer focus
- Solutions-focused

- Confident communicator, able to remain calm under pressure
- Self-motivated
- Willing to take on jobs to balance the team workload
- Able to
  - work independently and know when to escalate issues
  - identify when objectives are not going to be delivered and take action to
  - ensure that targets are met
  - spot issues and opportunities quickly and to embrace change

*Other*

- basic Food & Hygiene Level 2 certificate
- work within all Chats Palace policies, procedures and budgets, in particular health and safety, equal opportunities, confidentiality and data protection
- be informed about, promote and support all of Chats Palace work and teams
- be proactive about own training and personal development
- participate in staff meetings and training as and when required
- carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

Terms and Conditions

Start: May 2017

Probation period: N/A

Contract: Shift based (Zero Hours/Casual Contract)

Hours: approx 10 - 15 hours per week MON – SAT, on a shift basis Holidays: 20 days per annum including public holidays, pro-rated

Salary: £9.50 p/h



## CHATS PALACE

# Chats Palace Arts Centre

At Chats Palace, we are passionate about artists and the role they play in making vibrant and welcoming communities. Our vision is to be renowned as a unique and intimate venue bringing world-class arts and music to Homerton's doorstep.

We have occupied the striking, Grade 2 Listed former Homerton Library building since 1976. The venue currently comprises a flexible performance space, a bar area which is also used for informal performances, a rehearsal studio, a meeting /study room and a workshop, as well as office space. Chats Palace offers a wide-ranging programme including gigs, theatre, cabaret and dance in the evenings and weekends; and hosts community groups, rehearsals, workshops and classes during the day. At weekends we host popular 'family days'.

At Chats Palace we are ambitious about being local. Firmly rooted in a rich artistic heritage and at the very heart of Homerton, Chats Palace has a tradition of developing arts activities and events with old and young, celebrating Hackney's cultural diversity, and working with those disenfranchised from the arts establishment. These communities remain a priority with our focus on nurturing an ethos of local ownership through the development of a volunteer programme and by actively engaging with local residents through Tenants and Residents Associations (TRAs) and the Chatsworth Road Traders amongst other local groups.

Our building is at the crossroads of a rapidly changing demographic, and at the beginning of an exciting re-invigoration - an upgrade of the building and facilities and a new bar offer. This is an inspiring time to join the small management team and work alongside a focussed, hands-on board of local entrepreneurs, artists and business people. With our 40<sup>th</sup> anniversary in 2016 we are developing a range of new creative partnerships, building our reputation as an intimate performance space cherished by artists for creative conversations, and as a destination venue attracting London wide audiences.



# Equal Opportunities Monitoring Form

## CONFIDENTIAL

In accordance with its policy on equal opportunities in employment, Chats Palace will provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

In order to assess how successful this policy is we have set up a system of monitoring all job applications. We would therefore be grateful if you would complete the questions on this form. We have asked for your name to enable us to monitor applications at shortlisting and appointment as well as application stage.

All information will be treated in confidence and will not be seen by staff directly involved in the appointment. The questionnaire will be detached from your application form, stored separately and used only to provide statistics for monitoring purposes. Thank you for your assistance.

<b>Post title:</b>	
<b>Location:</b>	Chats Palace, 42-44 Brooksby's Walk, London E9 6DF
<b>Full name:</b>	
<b>1. Gender:</b> MALE / FEMALE	
<b>2. Date of Birth</b>	
<b>3. Do you identify yourself as having any disabilities?</b> YES / NO	
<b>5. Ethnic origin</b> I would describe myself as (choose 1 section from A to E, and then tick the appropriate box to indicate your cultural background):	
<b>A White:</b>	
British	
English	
Scottish	
Welsh	

Irish	
Other, please specify:	
<b>B Mixed:</b>	
White and Black Caribbean	
White and Black African	
White and Asian	
Other, please specify:	
<b>C Asian, Asian British, Asian English, Asian Scottish or Asian Welsh:</b>	
Indian	
Pakistani	
Bangladeshi	
Other, please specify:	
<b>D Black, Black British, Black English, Black Scottish, or Black Welsh:</b>	
Caribbean	
African	
Other, please specify:	
<b>E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group:</b>	
Chinese	
Other, please specify:	
<b>7. Where did you see this post advertised?</b>	
<p>Data protection: Information from this application may be processed for purposes registered by Chats Palace under the Data Protection Act 1998. Individuals have, on written request [and on payment of a fee] the right of access to personal data held about them.</p>	

I hereby give my consent to Chats Palace processing the data supplied in this form for the purpose of recruitment and selection.

<b>Applicant's signature:</b>		<b>Date:</b>	
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