

# Job Description

## Front of House & Bar Team Member

Responsible to:	Front of House and Venue Manager, Deputy Front of House Manager, Duty Manager
Key relationships:	Box Office and Welcome Team, Front of House Volunteers
Locations:	<ul style="list-style-type: none"><li>• Southwark Playhouse, 77-85 Newington Causeway, London SE1 6BD</li><li>• Southwark Playhouse Elephant, Dante Place, 80 Newington Butts, London SE11 4FL</li></ul>
Contract Type:	Casual, Zero-Hours
Hours:	According to a monthly rota. Theatre open hours are usually 5pm – 11.30pm Mon-Sat; opening earlier on Tue and Sat from 12.30pm; open on some Sundays. Minimum shift length is 4 hours.
Pay:	£10.50 per hour (as of 1 April 2023).
Annual Leave allowance:	Holiday accrues at 12.07% of the hours you actually work and is paid at the end of each month.
Probationary Period:	1 month
Notice Period:	2 weeks (1 week during probation period)

## Job Context

Southwark Playhouse has been creating and presenting theatre for 30 years. It has championed and showcased work by a diverse array of new and emerging artists and companies. It is firmly rooted in the Southwark community and prides itself on being a creative hub and home for local people.

Southwark Playhouse operates a year-round programme of theatre productions and activities. The organisation operates two buildings, situated in the Elephant & Castle area, which house three theatre spaces and two multi-use spaces.

It is a registered charity and does not receive any regular subsidy so heavily relies on the success of its front of house operation to help sustain the organisation and its activities.

## **Detailed Duties & Responsibilities**

### Visitor Experience

- To be part of creating a welcoming, accessible, and friendly environment for existing and potential customers, maintaining the highest level of customer care.
- To be responsible for the successful delivery of a first-class sales and customer service.
- To be a point of information about Southwark Playhouse and all its activities, promoting the building to the widest possible audience.

### Food & Beverage Operations

- To efficiently operate the theatre's bar, kitchen, and floor areas, at all times.
- To responsibly handle takings and account for all income taken.
- To deal effectively with customer feedback and enquiries.
- To be proactive in bar and merchandise sales to ensure maximum profitability.
- To have a comprehensive knowledge of the organisation's Food and Beverage offering
- To ensure excellent food hygiene standards in both the Bar and Kitchen areas
- Ensure that the bar is always fully stocked, and that stock is attractively presented.
- To ensure that all areas of the front of house are clean, tidy, and well organised.

### Policies and Procedures

- To abide by and enforce appropriate licensing regulations.
- To adhere to and assist with stock control procedures.
- To ensure that daily cleaning duties are carried out and to assist with other weekly responsibilities.
- To attend training sessions necessary for the successful execution of the role.
- To adhere to all fire, health and safety procedures to minimise the risk of injury and accidents.

### General

- Ensure organisation wide policies are adhered to at all times and enforce these policies with staff and visitors.

In addition, to undertake any other duty or responsibility that may reasonably be allocated by the organisation. It is a requirement of the charity that all staff work in a flexible manner compatible with their jobs and in line with the objectives the charity must fulfil. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the department and the organisation.

## **Person Specification**

### Essential

- Cash handling experience
- Customer service experience
- Excellent communication and organisation skills
- Good time management
- String work ethic
- Good availability

### Desirable

- Bar and/or Kitchen experience
- Knowledge and interest in Theatre

### **Benefits**

- Complimentary staff tickets for shows, subject to availability and policy.
- Discounts at Southwark Playhouse Bars and Cafés
- Pension scheme with Smart Pension