

BAR ASSISTANT JOB DESCRIPTION

About The Courtyard Theatre

The Courtyard Theatre is one of London's most vibrant theatres and live music venues. It presents an intimate space for established performers and endeavours to discover the best new playwrights, directors and companies from a wide range of backgrounds. The theatre provides a venue to nurture, support, and mentor talent whilst their careers are in the early stages of development. From theatre to comedy, music, art, film and poetry, anything creatives dare to imagine, The Courtyard Theatre strives to offer an exciting and varied programme that puts it at the forefront of entertainment and keeps people coming back for more.

The Courtyard Theatre is housed within the Grade II-listed former public library in Pitfield Street, Hoxton. It has a 150 seat main house theatre, an 80 seat studio theatre, 220 capacity music venue, bar and multiple rehearsal spaces.

The Role

Line Manager

Venue & Front of House Manager

Responsible To

Duty Manager

Location

The Courtyard Theatre, 40 Pitfield Street, London, N1 6EU

Hours

The postholder will be required to work evenings Monday – Sunday in varying shift patterns. This is a freelance position.

Salary

£9.00 per hour

Overview

The Bar Assistant will be working as part of The Courtyard Theatre's Front of House team to deliver excellent standards of service to all its customers and clients. The postholder will be responsible for providing a friendly and welcoming environment to support visitors in their enjoyment of the bar and theatre. The postholder will perform all aspects of bar service as well as occasional Front of House duties with comprehensive knowledge of all drinks and the programme of the theatre.

Key Responsibilities

- To deliver exemplary customer service by providing a friendly, welcoming, professional and efficient service to all clients and visitors
- To report for duty on time, appropriately dressed and prepared for your shift
- To ensure that the bar has had all required opening procedures adhered to and the bar is presentable for visitors

- To serve within the structure of the order of service; take and process orders, server, take payment and clear
- To respond to any drink or general queries with knowledgeable answers
- To take instructions from your Line Manager or Duty Manager on shift and where possible anticipate their requirements
- To ensure that all cleaning responsibilities have been met to a high standard and that the bar remains clean throughout your shift
- To react promptly and deal with any complaints politely and in the correct manner
- To provide consistent positive attitude when working with other staff members and communicate any unresolved issues with your Line Manager
- To accurately follow cash handling procedures
- To act as a point of entry for welcoming all visitors to the theatre building
- To maximise income and minimise expenditure wherever possible, without jeopardising the quality of the work or the reputation of The Courtyard Theatre
- To become knowledgeable of the artistic programme to promote events to visitors

Person Specification

Essential

- Experience of working a customer service or hospitality role
- Excellent and proactive customer service skills with confidence in dealing with the public in a professional manner
- Strong verbal and interpersonal communication skills
- Ability to work effectively under pressure and stay calm during busy times
- Ability to work well as part of a team and on your own
- Ability to demonstrate good attention to detail
- A positive, mature and professional attitude towards work
- Comfortable to be on your feet for most of the shift
- Flexibility in relation to duties and working hours which will include evenings and weekends

Desirable

- An interest in the arts and entertainment industry
- Qualifications/certificates in Health & Safety, fire safety and/or first aid
- An understanding of access and disability issues

The above is not intended to be exhaustive; this job description will be subject to periodic review and the postholder may be required to undertake additional duties as reasonably requested by the Venue & Front of House.

Apply

Please send your CV and a covering letter to jobs@thecourtyard.org.uk. Closing date for applications is midnight on 30 November.

The Courtyard Theatre operates an equal opportunities policy and candidates will not be disadvantaged in the selection process on grounds such as age, race, religion, gender, disability, marital status, pregnancy or maternity, sex, sexual orientation, social class or any other irrelevant distinction.