
Job Description

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| Job Title: | Deputy Bar Manager |
| Hours: | 40 hours per week |
| Salary Band: | £23,000 to £26,000 per annum |
| Reports To: | Bar Manager |
| Oversees: | Bar Supervisor & Bar Team |

Application Information:

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to recruitment@kenwright.com Please include your current notice period (if any) and when you would be available to start.

Please note interviews will be held W/C 18th October, we are looking for candidates to start as soon as possible in November 2021.

If you have any questions or would like more information about the role, please email recruitment@kenwright.com including the role you are enquiring about, and a contact telephone number and the relevant person will be in touch.

The deadline for applications is 5pm Tuesday 19th October.

Main Purpose

Bill Kenwright Ltd is looking for a motivated and enthusiastic Deputy Bar Manager to help create a show-stopping Food & Beverage offering to run alongside the main function of the venue. You will also support the bar manager with supervising, training, and developing the Bar team members. The key elements of the role include:

- To deputise for the Bar Manager and be responsible for the day to day running of the bar and kitchen in their absence, including supporting the Bar Manager with the training and monitoring of the bar team and bar safe methods.
- To assist with stock orders and deliveries, ensuring appropriate stock rotation and storage whilst accurately entering details into our Purchase order system and updating the till stock levels.
- To support the H&S team, working closely with the Bar Manager, to manage and maintain the Venues Health & Safety policies and procedures, ensuring that all Bar and kitchen operations and activities have suitable risk assessments and method statements and that these are followed.
- To maintain high standards of food hygiene, health & safety and adhering to current licensing laws.
- Adhering to all banking, stock management and cash handling procedures for the department.
- To provide excellent customer service to all who visit the building
- To maintain excellent working relationships with suppliers
- Alongside the Bar Manager, recruit, and train Bar teams both at induction and on a rolling basis to ensure the highest customer service standards are always maintained, giving a warm and welcoming environment to all customers and visitors.
- To ensure the smooth delivery of private hires, conferences, and private hire / event activities under the instruction of the Bar Manager

General Information

Please note that at present the project details are being kept confidential for commercial reasons- the applicant will be provided with fuller venue location and information prior to appointment.

Bill Kenwright Ltd is undertaking an exciting new venue project based in Central London. Bill Kenwright is one of the largest commercial theatre producers in the UK that produces a range of touring and West End productions in addition to operating Theatre Royal Windsor as one of the only unsubsidised regional producing theatres in the UK.

This new venue project combines delivering exciting world-class musical theatre productions alongside exploring supporting and developing new shows as well as facilitating hires and

corporate events. The business plan aims to position the theatre as a key cultural hub within central London to meet its vision statement:

“To provide a first-class theatre that is recognised nationally, that produces and presents a core programme of new and exciting theatre productions. Acting as a key cultural hub, encouraging, and supporting the development of new shows and ideas as well as providing a platform of career development for staff, artists and audience engagement.”

Responsibilities include:

1. To deputise for The Bar Manager when required, in overseeing the Bar Team, in line with the Front of House Managers guidance, scheduling Bar Team rotas as well as supporting with coaching and developing staff skills and experience, ensuring an innovative and 'can do' work culture and always ensuring that we deliver first-class customer service values and maximize revenue generation from ancillary sales and deliver smooth operation.
2. Develop a strong working relationship with all other departments and senior managers, supporting events, projects and programmes in other departments.
3. Support the delivery and development of food and drink offerings within the venue
4. To play a supporting role in stock orders and deliveries, ensuring appropriate stock rotation and storage. Deputising for the Bar Manager in raising Purchase Orders, filling delivery notes and approving invoices related to the Bar and Kitchen in their absence.
5. To ensure that all hazards and maintenance issues are identified and reported to the Bar Manager and/or Operations Director. You will also demonstrate you are committed to Health & Safety by leading by example.
6. You will create a culture of pride in the workplace by always ensuring clean and well-presented public spaces within the building.
7. To ensure all hygiene and maintenance tasks are completed and recorded in a timely manner, ensuring all records are maintained correctly for all internal and external inspections.
8. To support the ongoing development of the Bar & Kitchen Handbook alongside the Front of House Manager, Bar Manager and Operations Director, ensuring procedures support compliance to licencing, food hygiene, safety, or other legislation.
9. Play an active role in the maintenance of the POS system and Card Machines alongside the Bar Manager and Front of House Manager.
10. To undertake banking and financial reporting rigidly in line with banking and cash handling procedures.
11. Maintain accurate and up to date records of working hours and absence, ensuring we are complying with all regulations in regard to working time directives and employment of young people.
12. Food Hygiene Level 3 Certificate Essential.
13. Formal Food Allergen Awareness Certificate Essential.
14. Be a designated 1st Aider and Fire Marshall. Training will be provided.
15. It is essential that the holder of this role be a Personal Licence Holder or be prepared to gain and hold a Personal Licence.

16. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a "protected characteristic" and within the framework of equal opportunities.

Personal Development:

1. Ensure personal mandatory training is up to date
2. With the help of the Bar Manager, review own work against the requirements for the role and identify any development areas
3. Alongside the Management Team, identify areas where the department can expand and improve, taking on additional training and developing new skills required for department expansion.

PERSON SPECIFICATION

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|------------------------|---------------------------|-----------------------|-----------------|
| Position Title: | Deputy Bar Manager | Date Prepared: | 07.10.21 |
| Department: | Operations / FOH | | |

| AF= Application Form | | I = Interview | | T= Test | |
|-----------------------------|--|----------------------|------------------|-----------------|--|
| | REQUIREMENTS | Essential | Desirable | Assessed | |
| 1. | EXPERIENCE AND KNOWLEDGE | | | | |
| 1.1 | At least 1 years' experience of working as a Bar Supervisor, Deputy Bar Manager or similar. | | ✓ | AF/I | |
| 1.2 | Experience of supervising a team delivering F&B service, Including effective use of staff resource management and scheduling, line management, appraisal, and staff development processes. | | ✓ | AF/I | |
| 1.3 | Strong negotiation skills | | ✓ | AF/I/T | |
| 1.4 | A clear and solid understanding of applicable H&S legislation and best practices including food hygiene, risk assessments, CDM regulations, training and competency requirements, evacuation of public buildings and safe working practices. | | ✓ | AF/I | |
| 1.5 | Demonstrable experience of implementing and undertaking rigid and robust record keeping, cash handling and security checks. | | ✓ | AF/I | |
| 1.6 | Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries. | ✓ | | AF/T/I | |
| 1.7 | Willingness to work evenings, weekends and public holidays as required. | ✓ | | AF/I | |
| 1.8 | Excellent tact and skill in dealing with suppliers and external companies | ✓ | | AF/I | |
| 1.9 | The ability to multitask in a busy environment | ✓ | | AF/I | |
| 2. | COMPETENCIES | | | | |
| | DECIDING AND INITIATING ACTION | | | | |
| 2.1 | <ul style="list-style-type: none"> a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people c) Takes initiative, acts with confidence and works under own direction d) Initiates and generates activity | ✓ | | AF/I | |
| | LEADING AND SUPERVISING | | | | |
| 2.2 | <ul style="list-style-type: none"> a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching f. Recruits staff of a high calibre | ✓ | | AF/I | |
| | RELATING AND NETWORKING | | | | |
| 2.3 | <ul style="list-style-type: none"> a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others | ✓ | | AF/T/I | |

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| 2.4 | CREATING AND INNOVATING a) Produces new ideas, approaches or insights b) Creates innovative products or designs c) Produces a range of solutions to problems d) Seeks opportunities for organisational improvement e) Devises effective change initiatives | ✓ | | AF/I/T |
| 2.5 | FORMULATING STRATEGIES AND CONCEPTS a) Works strategically to realise organisation goals b) Sets and develops strategy c) Identifies and develops positive and compelling visions of the organisation's future potential d) Takes account of a wide range of issues across, and related to, the organisation | ✓ | | AF/I |
| 2.6 | COPING WITH PRESSURES AND SETBACKS a) Works productively in a high-pressure environment b) Keeps emotions under control during difficult situations c) Balances the demands of work life and personal life d) Maintains a positive outlook at work e) Handles criticism well and learns from it | ✓ | | AF/I |
| 2.7 | ENTREPRENEURIAL AND COMMERCIAL THINKING a. Keeps up to date with competitor information and market trends b. Identifies business opportunities for the organisation c. Demonstrates financial awareness d. Controls costs and thinks in terms of profit, loss and added value | ✓ | | AF/I |
| 3 | EDUCATION AND TRAINING | | | |
| 3.1 | A minimum of 5 GCSE grade A*-C passes, including in English and Maths | ✓ | | AF |
| 3.2 | Further level education in Catering, Hospitality, F&B | | ✓ | AF |
| 3.3 | Fire Marshal Trained | | ✓ | AF |
| 3.4 | First Aid at Work qualification | | ✓ | AF |
| 3.5 | Personal License Holder, or willingness to gain and hold a Personal License | | ✓ | AF |
| 3.6 | Level 3 Food and Hygiene Certificate | | ✓ | AF |
| 3.7 | Formal Food Allergen Awareness Certificate | | ✓ | AF |

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