



Job Description

BAR STAFF

Salary Level: £12.21/hour
Hours: Zero Hours Contract
Responsible to: Front of House Coordinator

General

Arlington Arts is a thriving and very busy arts and conference centre situated on the campus of Mary Hare School.

Our main mission is to support the various activities of Mary Hare, as well as providing funds for the charity to continue its work with deaf children and young people.

We programme a strong mix of professional artists, comedians, musicians, bands and theatre companies all year round, and also play host to a large number of local community groups, dance schools, meetings, lectures and training sessions for a very diverse range of clients across our various spaces. We are a valued part of the creative community within Newbury, and strive for a reputation of excellence, quality and customer service.

The Role

To be part of a team of casual bar staff to work behind the bar during events, serving alcoholic and soft drinks, hot drinks and snacks to audiences and all users of the facility, to a very high standard of customer care and service.

Main Duties and Responsibilities:

- Serving alcoholic and non-alcoholic beverages and snacks to the public and to hirers and artists
- Interacting with customers in a friendly, professional and helpful manner
- Handling cash and credit card transactions
- Where necessary, checking ID to confirm customers are of the legal drinking age
- Restocking shelves and fridges with supplies, and informing colleagues of any need to re-order
- Ensuring an excellent experience for all customers
- Undertake training as required in order for the venue to meet all legal obligations with regard to licensing and food and beverage regulations

Person Specification

Education Attainment

- General Secondary Education or equivalent
- Numerate, with a good command of spoken English

Knowledge and Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience in a customer facing role/environment • Experience working in a fast-paced environment 	<ul style="list-style-type: none"> • Some experience of handling cash • Awareness of Safeguarding requirements and good practice within an education setting • Experience working in live events/theatre setting • First Aid at Work • Level 1 Food Hygiene and Safety
<p>Skills and Personal Qualities</p> <ul style="list-style-type: none"> • Excellent communication skills to enable effective dialogue with colleagues, staff, the public, visitors and where applicable, students and children • Able to perform well and remain calm under pressure • Very high standards of customer care • Committed to observing stringent Safeguarding standards appropriate to working within a school-based facility • A smart and professional appearance, representing Arlington Arts and Mary Hare in a positive manner • Reliable, honest and trustworthy • Literate and numerate, and accuracy with handling cash transaction • Enthusiastic, with an eagerness to learn new skills and a commitment to continuous personal development • High level of accuracy and attention to detail • Availability for work during evenings, weekends and public holidays • Reasonable physical fitness 	
<p>Essential Values, Behaviours and Attitudes</p> <p>All employees are expected to actively promote and demonstrate the six core values of the School:</p> <ul style="list-style-type: none"> • Learners First • Community is Key • Integrity & Respect • Empower & Energise Others • Being Accountable • Excellence 	

The School reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the School's business.



In exceptional circumstances, the post holder will be required to undertake other duties and responsibilities of a similar post in order to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All employees should take reasonable care for their own Health & Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the School, including personal protective equipment in accordance with training and instruction.