



**BAR SUPERVISOR**

**RECRUITMENT PACK**

Thank you for your interest in the post of **Bar Supervisor.**

In this pack you will find enclosed the following information:

* Details about Oldham Coliseum
* Job Description and Person Specification

Please send the completed application form by email to: recruitment@coliseum.org.uk

Or by post to: Recruitment

 Oldham Coliseum Theatre

 Fairbottom Street

 Oldham, OL1 3SW

This role is being recruited on a rolling basis.

**PLEASE NOTE: We only accept applications on the Application Form. CVs will not be considered.**

Oldham Coliseum Theatre is an equal opportunities employer, dedicated to providing an inclusive and accessible experience for everyone who engages with the theatre. We are Disability Confident Committed. We encourage applications from people of all backgrounds in order to reflect the diversity of our work and communities. All appointments will be made on merit.

If you would like to discuss any of this information, request a printed version, large print or dyslexia friendly application pack, please don’t hesitate to get in touch by emailing recruitment@coliseum.org.uk.

Best wishes,

**Susan Wildman**

**Chief Executive**

# Context

Oldham Coliseum Theatre is the cultural focus of our community, providing a diverse and exciting programme for everyone through the main theatre, studio and the integral learning and engagement programme. The theatre is one of Arts Council England’s National Portfolio Organisations.

**Productions**

Our goal is to produce high-class theatre that is made in Oldham for and with the people of Oldham, ensuring that the Coliseum is a focus for the cultural life of the town and that the organisation is embedded in its community.

We produce a rich mix of dramas, comedies, musicals, adaptations and modern classics, as well as a hugely popular traditional pantomime. We have a commitment to developing new plays and supporting emerging and established playwrights. The Company has developed its contribution to the national touring circuit as well as making theatre from around the country available to the North West.

The programme features a range of visiting work both on the main stage and in the studio, providing our audiences with everything from new work in its early stages to nationally-renowned productions.

In addition to the main auditorium, the Coliseum has a small studio theatre. The studio programme features a variety of new writing, visiting companies, rehearsed readings and small scale youth theatre productions and is rapidly becoming a recognised destination for emerging artists.

## Learning and Engagement

The Coliseum’s programme of Learning and Engagement activity reaches across Oldham and beyond. Young and older people alike are encouraged to embark on artistic journeys, developing and sharing creative skills.

Participatory work at the Coliseum is central to the strategy of the company. All members of staff contribute to its delivery and it is an essential tool to promote involvement in the arts within an area of traditionally low engagement. It contributes

to the position and reputation of the Coliseum and is a valuable tool for promoting audience development.

Bar Supervisor

**Responsible to:** Front of House Manager

**Responsible for:** Bar Staff

**Place of work:** Coliseum Theatre and other venues as required

**Salary:** £10.77 P/H (Inc. Holiday Pay)

**Hours:** As required

**Pension:** Entitled to become a member of the contributory group stakeholder pension scheme. Full details are available from the Head of Finance.

**Benefits:** Discounted healthcare, childcare vouchers, discounted gym membership, complimentary tickets plus more.

## Bar Supervisor

# Job Description

### **Core Purpose**

The Bar Supervisor is a crucial member of the Front of House team and has responsibility for ensuring the highest customer care standards in the Bar areas, and for welcoming all audiences and participants to the theatre. The Front of House team also has responsibility for maximising income from sales and creating a safe, secure and comfortable environment for all customers. To comply with licensing laws the post holder is required to hold a personal licence or be willing to complete a personal licence course.

#### **Main Duties and Responsibilities**

#### **Customer Service and Sales**

* Maintain an excellent standard of customer care and service at all times in line with the Customer Care policy;
* Monitor service standards and act on opportunities for improvements;
* Suggest developments to policies and procedures to continually improve the level of customer care;
* Maximise the income that the Coliseum makes on product lines in the theatre bars;
* In conjunction with the Front of House Manager, to be responsible for researching and recommending new product lines;
* Create displays and promotions for current shows and events;

#### **Operations**

* To ensure the efficient and effective running of both theatre bars including responsibility for supervising the bar staff;
* To ensure that all bar equipment, fixtures and fittings are kept clean and well maintained;
* Monitor stock levels and order stock as required.
* To assist with the line cleaning procedure.

#### **Management**

* Support the Front of House Manager in the continuous improvement of the workforce through the development of training, information and benefits;
* Contribute to the implementation of the theatre’s Equality, Diversity, Safeguarding and Access policies and procedures;

#### **Health and Safety**

* In the event of emergency evacuate the audience to designated assembly points;
* Be responsible for the security of the building; ensuring it is empty (in accordance with set procedures), and the locking up and setting of alarms;
* Adhere to the theatre’s Health and Safety policy;

#### **Financial**

* Accurately process all financial transactions with customers;
* To be responsible for the reconciliation of all income at the end of each night;
* To be responsible for maintaining and managing appropriate levels for floats;
* Ensure safe, secure storage of cash;

#### **General**

* Work evenings, weekends, mornings and Bank Holidays.
* Be proactive in making decisions with relation to Bar operations;
* Encourage all staff and volunteers to be positive and upbeat ambassadors for the Coliseum;
* Maintain the confidentiality of all affairs of the Company that should properly remain confidential;
* Maintain a clean, tidy, uncluttered, professional working environment, particularly with reference to work areas on view to the public;
* Communicate with all customers, staff, external agencies and users in a professional and effective way;
* Participate in staff training;
* Attend any necessary meetings;
* Be willing to undertake office hours during weekdays to undertake administration work for the bar.
* Undertake any other relevant duties as may be requested by the Front of House Manager.