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## BARTENDER

### Job description

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<b>Department:</b>	Commercial, Content and Partnerships
<b>Responsible to:</b>	Bar and Catering Manager
<b>Contract type:</b>	Casual or Part-time Position
<b>Salary:</b>	London Living Wage £11.05 per hour
<b>Line manages:</b>	Bar and Catering Manager

Level 3 SMT
Level 2 Managers
Level 1 Team members

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## ABOUT WOOLWICH WORKS

Woolwich Works is London's newest landmark cultural hub, housed in five historic buildings on the Royal Arsenal. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces opened in September 2021 and include a stunning 1500m<sup>2</sup> former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We're home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're working to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

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## ABOUT THIS JOB

Our Bartenders will work in our all-day café bar, the Visitors Book Café, and on our bars that are open for events. They'll deliver an exceptional level of service and contribute to creating a great experience for all our visitors.

In the Visitors Book Café, the bartenders will prepare drinks including cocktails and barista coffees, prepare and serve food and help to oversee and support people working with us on work placements. Around events, they'll serve drinks and food to our audiences before, during and after the show, including providing table service and at times acting as waiters or catering assistants for events. The Bartenders will use our till system to take cash and card payments and will be responsible for looking after stock and keeping the café and bar areas clean and well-presented.

### Is this job for you?

We're looking for people who love working and engaging with visitors and audiences. You will love the buzz of working in a busy bar and be able to rise to the occasion at peak times during service. You will take pride in being part of a team and be able to take your own initiative and spot what needs to be done, like stocking up or ensuring the bar is clean and presentable. You will have a genuine passion for providing fantastic service whilst working as both an individual and part of a team.

You'll be given full training so don't need previous experience – but you'll need to be motivated by helping and serving other people. As this role will primarily be selling alcoholic drinks, you need to be over 18 to apply.

### How to apply

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This position will be recruited through Greenwich Local Labour and Business (GLLaB).

To request an application form, please send your full name, address, email address and contact number to [gllab-jobs@royalgreenwich.gov.uk](mailto:gllab-jobs@royalgreenwich.gov.uk) stating 'Bartender' in the email subject box.

- We have no deadline for this role and we will respond to applications as we receive them, once we have increased the team numbers, we will stop advertising.

CVs won't be accepted as an alternative to completing the form, we operate an anonymous recruitment process.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically diverse backgrounds, and those identifying as D/deaf or disabled.

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## RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework. This is a Level 1 (Team) position.

Key responsibilities specific to this job

1. Welcome visitors to the Workers Bar, Visitor Book Café or ad hoc pop-up bars in our venue, maintaining an excellent visitor experience.
  2. Perform opening duties prior to visitors arriving and closing duties including cleaning and stocking up.
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3. Proactively sell retail items, such as alcoholic beverages, hot and cold non-alcoholic beverages and food using our Electronic Point of Sale (EPOS) system (tills). This will include stock taking and cash handling.
4. Prepare food and drinks to the agreed specifications, maintaining high quality and consistency.
5. Actively learn our offer and keep up to date with all drinks and menu choices.
6. Be well presented and maintain a high level of uniform standards.
7. Serve drinks to tables as well as to seats in the venues, and fulfil interval drinks orders.
8. Attend briefings prior to the shift which will advise all you need to know for any given performance (content, audience numbers, times, drinks sold to seats, any restrictions).
9. Engage positively with visitors to make them aware of house or event-specific policies.
10. Assist with the management of health and safety in line with Woolwich Works' Health and Safety Policy, General Emergency Procedures and Operating Plan and any associated operating procedures or as instructed, including carrying out regular safety checks, acting as a fire marshal and undertaking evacuation and emergency management duties. Proactively monitor guest behaviour in the bar areas.
11. Undertake Challenge 25 checks and adhere to licensing laws and conditions.
12. Fulfil artist riders where appropriate.
13. Resolve customer issues and problems, escalating promptly to the Duty Bar Supervisor when appropriate.
14. Carry out emergency and evacuation duties as directed by the Duty Manager on shift.

#### **General responsibilities**

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
2. To act as a first aider, fire marshal if required.
3. To accommodate, support and encourage work experience placements, interns and apprentices.
4. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
5. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.



6. To be responsible for undertaking training and development as required to meet the needs of the organisation.
  7. To always act in the best interests of the Trust, and in line with all company policies.
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## PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

### Essential skills and experience

- Strong verbal communication skills and an enthusiastic, positive attitude
- Ability to remain calm and work effectively under pressure in a public facing role.
- An interest in food and drink and a passion for delivering great service
- Able to work effectively within a team and on own initiative
- Passionate about people, communities, diversity and inclusion

### Desirable skills and experience

- Experience of working behind a bar and / or using a till system
- First aid trained

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

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## CONDITIONS

**Hours:** On a casual contract, you have no normal hours of work and you will be required to work on an "as required" basis. The hours offered to you will vary according to the needs of the Trust.

We will notify you of the shifts that are available in advance, and you will be able to choose which of those shifts you wish to be available for and we will then allocate shifts to you. The Trust is under no obligation to provide you with work, or to provide you with a minimum number of hours' work each day or week. Once you've been confirmed for a shift you'll be expected to work it and if you don't, we may not offer you further work – but otherwise you are also under no obligation to be available for or accept work.

If you do not accept any work for three months we may remove you from our Casual Worker Pool and you will have to reapply to join it if you wish to work with us again on a casual basis in future.

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You will be entitled to an unpaid lunch break of at least 20 minutes where your assignment requires you to work more than six hours in any one day. The specific details of breaks will be given for each assignment.

This role will include evening, weekend and bank holiday working for which no additional payment will be offered.

**Location:** You'll be based in Woolwich, southeast London. On occasion we may require you to work at other locations in London for events.

**Holiday:** You are entitled to the equivalent of 5.6 weeks holiday during each holiday year (including the usual eight public holidays in England and Wales). As you don't work the same hours each week, your holiday entitlement will be calculated based on the number of hours you actually work and accrue as you work. The Trust's holiday year runs between 1 April and 31 March. We may require you to take (or not to take) holiday on specific days as notified to you, including when we are closed.

**Notice period:** If we have offered you work that you have accepted we will give you at least one week's notice before withdrawing or changing that offer of work. We expect you to give us at least one week's notice before cancelling any shifts that you have accepted and if you do not do so or if you regularly cancel shifts after accepting them, we may withdraw any further offers of work and not offer you work in future.

**Uniform:** You will be required to wear a uniform and follow a dress code in this role. You will be responsible for washing and ironing your own uniform and other clothes, ensuring that you are well-presented at all times.

**DBS check:** You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of work that we may subsequently make.

**References and right to work:** Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

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*From the Royal Borough of Greenwich, for everyone.*

Founder:

