**CASUAL BAR ASSISTANT**

**JOB DESCRIPTION, JUNE 2022**

Come join us at Greenwich Theatre! Our Bar Assistants are customer-focused roles that work within the Front of House team to ensure that all performances and events at Greenwich Theatre run efficiently and effectively.

Working on our theatre bar, the role mainly focuses on selling refreshments before, during and after performances in the theatre.

**Main Responsibilities**

1. Ensuring the bar and all points of sale are well-stocked and presentable
2. Selling merchandise on shows that offer it.
3. Taking responsibility to ensure that customers are served in an efficient and professional manner.
4. Being pro-active in all sales to encourage customer interaction.
5. Assisting in ensuring the health, safety and well-being of patrons in attendance as instructed; making sure the site and auditorium are clean, tidy and welcoming.
6. Abiding by and enforcing all policies and procedures, including health and safety and licensing regulations
7. Enacting pre-emptive customer service procedures; dealing with customer queries and complaints appropriately and effectively
8. Undertaking any other duties as reasonably required

**Person Specification**

Essential:

1. Must be 18 or older at the time of application and must have the right to work in the UK.
2. Highly motivated and enjoy working in a fast-paced environment.
3. A Confident, positive attitude.
4. Willing to work unsociable hours.
5. Work well under pressure.
6. Ability to work within a team.

Desirable:

1. Experience working in a Theatre’s front of house team.
2. Experience of working behind a bar or retail.

**Hours**

This is a part time casual position. It is expected that a minimum of 2 days (hours vary for each call) per week will be offered, dependant on show schedule. Staff who are able to give more availability than this regularly work more days. Performances run from Monday to Sunday and you will be expected to give regular weekend availability.

The theatre bar is open half an hour before performances and after performances. Unsociable hours can be as early as 9am and as late as 11pm.   
 **Rate of Pay**£10.06 per hour (paid weekly) for under 23s. An additional payment is made for Sunday working.