

Lyric

ASSISTANT BAR MANAGER



INTRODUCTION

The Lyric Hammersmith is one of the UK's leading producing theatres. For more than 120 years it has been responsible for creating some of the UK's most ground-breaking and acclaimed theatrical productions. At the same time it has gained a national reputation for its work with children and young people and creates pathways into the arts for young talent from all backgrounds, helping to diversify our industry. The Lyric's dual commitment to producing the highest quality contemporary theatre, alongside nurturing the creativity of young people, is what makes it unique within the theatre ecology of the UK. It has one of the youngest audiences of any theatre in the country and is a place where some of the UK's finest actors and theatre-makers work side-by-side with some of the most diverse or disadvantaged young people in London. It is a local theatre rooted in its community with a national and international reputation for the quality and innovation of its artistic work.

OUR MISSION

The Lyric Hammersmith produces work that is provocative, entertaining, popular, eclectic, messy, contradictory and diverse.

We work with the best theatre artists around and champion the next generation, nurturing young talent from all backgrounds.

We strive to be at the heart of our community
whilst being internationally recognised

We lurch wildly between high art and populism – hopefully achieving
both at the same time

Beautiful theatre. Cheap tickets. Environmentally friendly.

Hammersmith and proud!

THE LYRIC: PAST, PRESENT & FUTURE

The Lyric is located in central Hammersmith in the London Borough of Hammersmith & Fulham, two minutes from Hammersmith tube and bus stations.

The theatre has an extraordinary history. It was designed by the world-renowned Victorian theatre architect, Frank Matcham, and originally opened in 1895 on a different site from the one it stands on today. In 1972, the original building was scheduled for demolition to make way for a new shopping and housing complex. There was a huge public outcry and, at the final hour, the local council saved the theatre by instructing that the Lyric could only be pulled down by the developers if Matcham's exquisite plasterwork was preserved and recreated in a new theatre above the Kings Mall Shopping Centre. The new Lyric Hammersmith was officially opened in 1979 by the Queen. The Matcham plasterwork had been painstakingly reconstructed in a new Victorian-style 550 seat auditorium and a modern black-box 110 seat studio was added to the building at the same time.

In 2004, the Lyric was redeveloped again with funding from the National Lottery and a public fundraising appeal. The £2m project was designed by the internationally acclaimed architect, Rick Mather. The entrance of the theatre was relocated from King Street to Lyric Square and a box office, street-level café, rehearsal room and education space were added within a new extension.

In April 2015 the theatre entered a new and exciting phase of its history. After nearly a decade of planning, fundraising and building, we opened the doors to a new Lyric, again designed by Rick Mather Architects, including a major extension. The new Reuben Foundation Wing added two floors of facilities to expand the Lyric's work with young people, emerging and professional artists. It includes:

- A new rehearsal space the size of the main house stage with a stage-management office
- A dance studio with a sprung floor and full height mirrors
- A film and TV studio and editing suite equipped with a 'green screen' and professional camera and editing equipment
- A 50 seat cinema
- A recording studio and a suite of small- and medium-sized music practice rooms
- A digital play space
- A sensory space for disabled children
- New and expanded set and wardrobe workshops
- New staff offices

Externally the building was re-rendered and a nine metre high neon sculpture designed by the artist David Batchelor, which is based on plasterwork detail from the Victorian auditorium, was installed on the East Elevation. Internally the existing building was also refurbished including the redesign of the theatre's café and bar and installation of new environmentally friendly heating and lighting systems as well as a green sedum roof.

In Summer 2018 the Lyric completed a refurbishment of both its main house auditorium and studio theatre.

The Lyric has a proven commitment to environmental sustainability and in 2019 became the first theatre venue in the UK to announce it has been awarded the maximum five stars under the Julie's Bicycle Creative Green Certification Scheme. The new building was awarded a BREEAM rating of 'Excellent' – the Government's kitemark for sustainability in new and refurbished buildings.

In February 2019 Rachel O'Riordan took up post as the Lyric's new Artistic Director. Her first season opens in September 2019.

LYRIC GOVERNANCE, STAFFING AND FINANCES

The Lyric is a registered charity and a company limited by guarantee. We are overseen by a non-executive Board of Directors chaired by Lisa Burger. The Board delegate day-to-day management of the theatre to its Executive Team: Sian Alexander (Executive Director, Joint CEO and Company Secretary) and Rachel O'Riordan (Artistic Director and Joint CEO). We have a talented and dedicated team of around 50 permanent staff, and employ numerous freelance artists, practitioners and casual staff, as well as operating a substantial apprenticeship scheme.

The Lyric aims to create a programme of work that is artistically adventurous and ambitious but also financially sensible and sustainable. We have an annual turnover of approximately £5-6m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Hammersmith & Fulham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

JOB DESCRIPTION FOR THE POST OF ASSISTANT BAR MANAGER

RESPONSIBLE TO:	Head of Bars & Catering
CONTRACT:	Permanent and full time
SALARY:	£25,000 per annum
HOURS:	<p>The post-holder will be expected to fulfil the hours required to do the job, including some evening and weekend work, but is not expected to work more than an average of 48 hours per week across the year in line with the Working Time Regulations.</p> <p>We welcome conversations around flexible working and job shares.</p>
HOLIDAY:	28 days per annum inclusive of public holidays, with an additional day added for each year of service, up to a maximum of 33 days
PENSION:	The Lyric will make a 3% employer contribution through auto enrolment, after a qualifying period of 12 weeks
BENEFITS:	Season ticket loans; Cycle to Work Scheme; Staff Ticket Scheme for complimentary and discounted theatre tickets; and staff catering discounts.
NOTICE PERIOD:	Two months
PROBATIONARY PERIOD:	Six Months

DEPARTMENT INFORMATION

The Lyric Bar & Grill is open 7 days a week and offers lunches, pre-theatre meals, rooftop barbeques or simply drinks on our delightful rooftop garden.

The Lyric has a growing events and hires business and accommodates a wide range of meetings, conferences and events across its spaces for which we offer in-house catering.

The proceeds from our catering operations support the work of the Lyric which is a charity, particularly our on-stage work and our extensive work with young people.

The Assistant Bar Manager works closely with the Head of Bars & Catering to support the organisation during its busy Christmas and New Year period. The Bar team is part of the Lyric's Commercial Department led by the Commercial Director which also encompasses the Lyric café, catering, visitor services and private hire functions.

MAIN PURPOSE OF THE POSITION

- To ensure that the Bar team offers the highest standard of customer service and embodies the Lyric's warm, welcoming and inclusive ethos at all times.
- Responsible for the supervision of the bar Food and Beverage Assistants whilst on shift, reporting an issues to the Head of Bars and Catering.
- To monitor stock level and perform weekly wet stock takes and manage the stock ordering and delivery.
- To manage the front of house members of the Bar team in the absence of the Head of Bars and Catering.
- To liaise closely with the Head of Events and Visitor Services and Catering team in the servicing of events and hires clients, patrons and walk up customers catering requirements
- Deputise for the Head of Bars & Catering as required
- Process basic weekly administration tasks as set by the Head of Bars and Catering

MAIN AREAS OF RESPONSIBILITY

Team Management

- Assist the Head of Bars and Catering in the management of the front of house section of the Bar ensuring the team offer excellent customer service at all times
- To provide clear and unambiguous guidance to the delivery teams so they can provide our customers and clients with well run, professional and consistent service on all levels.
- Create weekly rotas to maximise service levels, considering employee work patterns in relation to the Lyric programme and ensuring staffing costs do not exceed budget and that appropriate economies are achieved without compromising service standards
- Assist with regular staff training for the front of house bar team members including but not limited to, food hygiene, licensing, customer service, and relevant procedures.
- Assist with the recruitment new staff as required
- Assist with the review and appraisal of front of house bar team
- To liaise with the Visitor Services, Security and Building Operations teams in taking a proactive approach to customer safety, to maintain an inclusive environment for all of our staff and customers
- To jointly provide leadership and direction and coaching for the bar team with the Head of Bars and Catering.
- To provide development opportunities for the bar team by encouraging a culture of support, learning and development
- To cascade any instructions or information from the Senior Lyric staff to relevant team members.

Customer Service

- Ensure all customers, including internal customers, receive first-class customer service from the front of house bar teams at all times
- Respond to customer complaints and health and safety issues, in a timely and appropriate manner in line with Lyric policies and to escalate these when appropriate
- Lead the front of house team in upselling as appropriate, including promoting food, special offers and interval drinks service.

Operational

- Lead the front of house bar team by example, taking on shifts on the floor and displaying a hands on approach to service delivery
- Ensure that the bar and front of house areas are clean and tidy and kept in a good order, reporting any maintenance issues to the Head of Building Operations
- To maintain wet stock levels to meet trade demands and to oversee the cellar and store rooms to ensure they are fit for purpose and are left in a clean and orderly state.
- To ensure that the bar is opening and closed on time and that the bars, surrounding areas and event spaces are clean and ready for the start of the next shift
- Ensure that the goods are attractively displayed and are correctly priced
- To work closely with other departments to ensure program and events are delivered to the best of our ability and exceed customer and client expectations.
- To aid the Commercial Director and the Lyric Designated Premises Supervisor in ensuring that we abide by the license and other licensing laws, including upholding the four licensing objectives.
- To order wet stock as required and ensure it's efficient and safe delivery
- To comply with and promote the Lyric's Health and Safety and Environmental policies
- To work closely with the Catering team to ensure efficient delivery of catering services
- To adhere to guidance from the Head of Bars and Catering in regards to the safekeeping of all keys, passes, passwords and codes to ensure that proper security measures are in place in order to prevent unauthorized access to restricted areas, monies, items or data.

Event Catering

- Work closely with the Head of Bars & Catering and the Head Commercial Operations to deliver high quality, timely and appropriately priced catering offers for clients
- Ensure that events are adequately staffed to meet catering requirements and that customer service is excellent and in line with client expectations
- Ensure all event catering is cleared in a timely fashion

Financial Management

- Assist in ensuring the weekly stock takes are completed and that all the necessary paperwork is compiled correctly for the weekly reporting
- Ensure daily cashing-up and financial procedures are completed
- Assist the Head of Bars & Catering in reconciling all weekly takings
- Assist the Head of Bars & Catering to provide regular financial and stock reporting for the management accounting
- Assist the Head of Bars & Catering in processing invoices, reconciling petty cash and producing internal recharges

General Administration and Duties

- Assist in maintaining the COSH and other training files and training records on site ready for inspection
- Ensure the daily/weekly cleaning rotas are completed
- Assist the Head of Bars & Catering in maintaining and updating the drinks menus

Business Development

- Support the Commercial Director and Head of Bars & Catering in promoting and developing the Lyric's Bars & Catering business to hit targets.
- Generate business by maintaining relationships with existing clients, both current and lapsed, to assist the development of new and repeat business.

General

- To regularly attend Lyric Hammersmith shows and other events, including Press Nights and development events
- Attending internal and external meetings as required
- To act always in the best interests of the Lyric Hammersmith
- To maximise income and minimise expenditure, without compromising quality or reputation
- Representing the Lyric at events, conferences and meetings as the post requires
- Helping to implement the Lyric's Equality Policy and Action Plan, Health and Safety Policy, Environmental Sustainability and any other policies or plans the Lyric may introduce in the future
- Any other general administrative and practical tasks, as deemed appropriate by the Directors to ensure the smooth running of the Lyric

This job description is a guide to the nature of the work required of the Assistant Bar Manager. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and Head of Bars & Catering as appropriate.

PERSON SPECIFICATION

Knowledge and Experience

Essential

- Experience of managing or supervising a front of house bar team
- Knowledge of Point One or similar EPOS financial and stock control system
- Experience of training and motivating staff
- Experience of cashing up and reconciling weekly takings
- Experience of Licensing laws, including the four licensing objectives

Desirable

- Knowledge COSH regulations and compliance
- Experience of ordering stock and its reconciliation
- Knowledge of food hygiene and HACCP regulations
- A holder of a personal license
- Experience of managing events from a beverage point of view
- Experience of financial processing and reporting
- Experience of working closing with Catering and Events teams

Skills and Attributes

Essential

- Excellent customer service skills
- Excellent team player
- Excellent communication skills, both written and oral
- Numerate and commercially aware
- Excellent organisation skills and attention to detail

- Confident, hands on and can-do attitude
- Ability to solve problems in a creative way
- Ability to contribute as a member of a team, and work autonomously
- Enthusiastic about the venue
- Flexible and adaptable
- Warm, friendly and personable
- Commitment to the Lyric's ethos of inclusivity.
- Able to work under pressure while maintaining a positive outlook and persona

Desirable

- Interest in the arts in general
- IT literate, with a good working knowledge of Microsoft Office packages

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink.
- Write a **covering letter** (no longer than two sides of A4) explaining why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form, covering letter and equal opportunities monitoring form** by email to jobs@lyric.co.uk or by post to Chrissy Angus, Head of Administration, Lyric Hammersmith, King Street, London W6 0QL.
- **Do not submit CVs, as these are not accepted.**

The deadline for receipt of completed applications is **Monday 26 August 2019 at 10am**. We look forward to receiving your application and thank you for your interest in the Lyric Hammersmith.

INTERVIEW PROCESS

It is intended that initial interviews will take place on **Monday 02 September 2019**. If you are unable to make this date, please let us know in your covering letter.

GUIDANCE

Please read the person specification and job description carefully before starting your application and ensure that you meet all the essential criteria. Only relevant information will be considered when shortlisting applicants for interview. Your application will be kept on file for a maximum of 12 months and then destroyed.

EQUAL OPPORTUNITIES

The Lyric values and promotes diversity and is committed to equality and opportunity for all. All employees are required to comply with and actively promote our Equality policy, and no job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, gender, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith Theatre is proud to be a Disability Confident Committed Employer and an Official Partner of Parents in Performing Arts (PiPA).



ACCESS

If you would like to submit your application form and covering letter in another format we would be happy to accommodate this. Please contact the Administration department on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative.

The Lyric Hammersmith has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. Please complete the Application Statement to help us with this. Please also state on the form if you have any access requirements for interview, or contact the Administration team to discuss.

APPOINTMENTS

In line with the Lyric's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) disclosure. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Lyric will not discriminate unfairly against any convictions or other information revealed.

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.