

# Lyric

TEAM LEADER – LYRIC BAR & GRILL



## 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 TEAM LEADER

<b>RESPONSIBLE TO:</b>	Head of Bars & Catering, Assistant Bar Manager
<b>RATE OF PAY:</b>	£10.30 per hour
<b>CONTRACT:</b>	Casual
<b>HOURS:</b>	This is a casual position. Rotas will be drawn up in advance, based on the postholder's availability. Hours will can include early mornings, late evening and weekends. Minimum shift length of four hours.
<b>HOLIDAY:</b>	Holiday pay will be paid periodically alongside wages and will be calculated on a pro-rata basis, based on the standard holiday entitlement of 28 days per annum for full-time staff.

## 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 Team Leaders works closely with the Head of Bars & Catering and Assistant Bar Manager 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 Food and Beverage Assistants whilst on shift, reporting an issues to the Head of Bars and Catering and Assistant Bar Manager.
- 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 and Assistant Bar Manager.

## MAIN AREAS OF RESPONSIBILITY

### Team Management

- Support the Head of Bars and Catering and the Assistant Bar Manager 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
- 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
- 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 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

- 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 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 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

### Event Catering

- Support the Head of Bars & Catering and the Head of Events and Visitor Services to deliver high quality, timely and appropriately priced catering events
- Ensure that customer service on all events is excellent and in line with client expectations
- Ensure all event catering is cleared in a timely fashion

### Financial Management

- Ensure daily cashing-up and financial procedures are completed
- At times, assist the Head of Bars & Catering and Assistant Bar Manager in reconciling all weekly takings and stock reporting for the management accounting

## General

- Where possible, 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
- 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

## PERSON SPECIFICATION

### Knowledge and Experience

#### Essential

- Experience of managing or supervising a front of house bar team
- Experience of cashing up and reconciling weekly takings
- Experience of Licensing laws, including the four licensing objectives

#### Desirable

- Knowledge of Point One or similar EPOS financial and stock control system
- Knowledge COSH regulations and compliance
- Experience of ordering stock and its reconciliation
- Knowledge of food hygiene and HACCP regulations
- Experience of managing events from a beverage point of view

### 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
- Flexible and adaptable
- Warm, friendly and personable
- 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](mailto: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 02 September 2019** at **10am**.

We look forward to receiving your application and thank you for your interest in the Lyric Hammersmith.

## ASSESSMENT PROCESS

It is intended that initial interviews will take place on **w/c Monday 09 September 2019**.

## 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](mailto: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.