

Lyric

BARS & CATERING SUPERVISOR – CASUAL ROLE



Rhys Taylor as Fairy Fredbare in *Cinderella*. By Jude Christian. Directed by Tinuke Craig. Photo by Helen Maybanks.



Tripti Tripuranani as Mrs Lahiri. Anjana Vasan as Niru in *A Doll's House*. By Tanika Gupta. Directed by Rachel O'Riordan. Photo by Helen Maybanks.



The Lyric Roof Garden

“The Lyric ...it's simply a theatre that thinks for itself.” A.A. Milne

We are the Lyric Hammersmith Theatre. We are the civic and creative heart of West London. We believe that everyone deserves to experience the life changing impact of theatre.

In our big, beautiful theatre, we tell stories that matter and work with exceptional talent to make ambitious, entertaining, inspiring shows for our audience in West London and beyond.

We remove barriers to engagement and ensure young people have the opportunity to discover the power of their creativity, shaping the future of British theatre.

We are inclusive, forward looking and unafraid of change – we are proud of our history and ambitious for our future.

A local theatre with a national impact: The Lyric - 125 years young

Work with integrity and respect

We support each other with kindness, openness and integrity. Together we celebrate our achievements and work collaboratively through our challenges.

Every day we learn and grow

We continue to ask questions, seek answers and share our learning with each other for the benefit of the Lyric.

Be ambitious and action-focused

We believe in excellence; we have a can do attitude, go the extra mile and ensure our ideas become actions.

Serve our West London community

We are here for the people of West London, every decision we make and action we take should benefit our community.

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the application form to jobs@lyric.co.uk.
- **Do not submit CVs**, as these are not accepted.

The deadline for receipt of completed applications is **10am on Wednesday 7th February 2024**. It is intended that initial interviews will take place on **w/c 12th February 2024**.

If you would like to submit your application form in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact the Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative.

DESCRIPTION FOR THE POST OF BAR SUPERVISOR – CASUAL ROLE

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| RESPONSIBLE TO: | Bars & Catering Manager |
| CONTRACT: | Casual |
| RATE OF PAY: | £ 13.37 per hour |
| HOURS: | This is a casual position. Rotas will be drawn up in advance, based on the post holder's availability. Hours will can include early mornings, late evening and weekends. Minimum shift length of four hours. |
| HOLIDAY: | Casual staff are entitled to the equivalent of 6 weeks paid holiday per year (increasing up to 7 weeks with long service), in line with the Lyric's full-time staff. Holiday pay will be calculated in line with government guidance and legislation. |
| NOTICE PERIOD: | 1 week |
| OTHER BENEFITS INCLUDE: | Employee Assistance Programme, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts |

DEPARTMENT INFORMATION

The Bars & Catering Department is part of the Lyric's Commercial Directorate led by the Commercial Director which also encompasses the Visitor Services Department and the Hires & Events Department.

MAIN PURPOSE OF POSITION

- To ensure that the Bar team offers the highest standard of customer experience and service promoting the Lyric's warm, welcoming and inclusive ethos at all times
- To monitor stock level through daily line checks and assist in the weekly stock take
- To manage the front of house members of the bar team in the absence of the Bars & Catering Manager

MAIN AREAS OF RESPONSIBILITY

Team Supervision

- Supporting the Bars & Catering Managers in the supervision and management of the team offering excellent customer experience at all times
- Providing clear guidance to the team ensuring guests receive a professional and consistent service
- Assisting with regular staff training including but not limited to: food hygiene, licensing, customer service and experience
- Working with the Visitor Services Department and Building Operations team in taking a proactive approach to guest safety and providing an inclusive environment for all
- Adhering to the licensing objectives and promoting a safe retail of alcohol
- Encouraging a culture of support, learning and development
- Ensuring that the food & beverage service is provided to the agreed standards

Operational

- Ensuring that the bar, front of house and kitchen areas are clean and tidy and kept in a good order, reporting any maintenance issues
- Assisting with the preparation and delivery of simple hot and cold bar snacks.
- Supervising the opening and closing procedures for both food and beverage areas and ensuring that the operational areas and event spaces are clean and ready for the start of the next shift.
- Ensuring that the team abide by the licensing regulations and by the terms of the Lyric's premises license
- Completing of the daily cashing-up, financial procedures and daily/weekly reporting.
- Follow stock control procedures and any associated reporting of stock performance
- Preparing and serving a variety of hot beverages
- Ensuring an efficient and safe delivery of all food and beverage orders
- Complying with all food and beverage regulations
- Providing service duties for events and hires as required
- Working with and assisting the Visitor Services team as and when required
- Any other duties as directed by the Bars & Catering Manager or other member of the supervisory/management team

General

- Where possible, to regularly attend Lyric Hammersmith shows and other events
- Act always in the best interests of the Lyric Hammersmith
- Maximize income and minimize expenditure, without compromising quality or reputation
- To adhere to the Lyric's Equality Policy, Diversity Action Plan and any other policies or plans the Lyric may introduce in the future, and to play an active and positive role in our anti-racism work
- To work at all times in accordance with the Lyric's Green Policy and ambition to be net-carbon zero by 2030 and to proactively develop and encourage environmentally sustainable practice
- Any other general administrative and practical tasks, as deemed appropriate by the Bars & Catering Manager to ensure the smooth running of the Lyric
- To take an active role in your continuing professional development, identifying relevant training and professional development opportunities

This job description is a guide to the nature of the work required of this post. It is not wholly comprehensive or restrictive and may be reviewed as required.

PERSON SPECIFICATION

Essential

- Experience of managing or supervising a front of house and/or bar team
- Experience of cashing up and reconciling daily takings
- Experience of licensing laws, including the four licensing objectives
- Excellent customer service skills
- Ability to work well under pressure while maintaining a positive outlook and persona
- Good communication skills, both written and oral
- Numerate and commercially aware
- Excellent organisation skills and attention to detail

Desirable

- Knowledge of EPOS financial and stock control system
- Knowledge of COSHH regulations and compliance
- Experience of ordering stock and its reconciliation
- Knowledge of food hygiene and HACCP regulations
- Experience of managing events

EQUALITY & DIVERSITY

The Lyric values and promotes diversity and is committed to equality and opportunity for all. We are working actively to be an anti-racist organisation. Everyone who works with us is required to comply with and actively promote our Equality Policy, and no job applicant or member of our workforce will receive less favourable treatment on the grounds of age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, sexual orientation, class or socio- economic background, trade union activity or political activity or opinion. The Lyric Hammersmith Theatre has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. 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).



APPOINTMENTS

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and are subject to an enhanced or standard Disclosure and Barring Service (DBS) disclosure.

LYRIC CONTACT DETAILS

If you have any questions about this role or your application, you can contact the Lyric's Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk.

We look forward to receiving your application.



Photo by Helen Murray



Photo by David Tett



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