

Job Title:	Senior Cafe and Bar Supervisor
Responsible To:	Visitor Experience Manager (VEM)
Hours:	32 – 40 (open for discussion)
Salary:	£13.25 p/hour

Who you are

Trinity is seeking an enthusiastic and friendly person to be their Cafe and Bar Senior Supervisor. This role is responsible for the daily running of the cafe and bar area and co-ordination with other bar supervisors. This role will work primarily on day shifts to actively support our community engagement team and regular groups within the café; being a welcoming and friendly face. Some hours each week will be allocated to shift cover as needed, though agreed in advance.

The role deputises for and supports the Visitor Experience Manager to manage rotas, stock management and event support. The role does not have overall responsibility for health and safety but oversees the daily H&S of the cafe, bar and bar staff.

Who we are

Based in a Grade II* Listed ex-church, Trinity Theatre is a unique and welcoming venue and a charity that aims to use the arts for the personal and creative benefit of the local area.

We host a busy programme of events, offering a mix of theatre, live music, cinema and community events. We have a strong Creative Engagement offering featuring a wide range of artistic opportunities to the public as well as the incredibly busy and talented Trinity Youth Theatre.

Our values sit at the core of what we do and are embraced by our staff team, volunteers and board. They are to be:

- An **INCLUSIVE** charity that welcomes and encourages anyone to engage with Trinity and the arts.
- A charity that strives for **QUALITY**, to achieve the very best we can, in everything we do.
- A **NURTURING** charity that supports, develops and cares for its staff, volunteers, partners and audiences.
- A charity that fosters **JOY**, in what we do and the people we do it with.

Our vision is to provide everyone with life-enriching creative experiences. We are an inclusive charity with an open door to anyone to come on in and engage with the arts. Our mission is to use the arts to engage, entertain and inspire – and we are really good at it! Above all, we strive for quality in everything we do with a nurturing and joyful spirit. We like to make people smile!

Responsibilities

- **Events** – Work with the Events team and VEM to plan for, prepare and deliver events.
- **Bar and Cafe** – Liaise with the VEM to ensure there is sufficient stock and little wastage.
- **Management** – Deputise for management with the rota and other managerial duties. Support all café and bar staff and volunteers as appropriate and ensure they feel motivated, secure and appreciated.
- **Training** – Train new staff in food and drink preparation, cafe hygiene, point of sale systems and other tasks to deliver safe and excellent customer service. Provide refresher training of staff where needed.
- **Cleaning** – Following the hygiene schedule, ensuring members of the cafe and bar are trained and prioritise these tasks when needed.
- **Health and Safety** – Be fully H&S trained for cafe, bar and food hygiene and be part of the H&S team. Be confident with fire evacuation procedures and act as a fire marshal while on duty (if there is no event on). Safeguarding training.
- All other duties expected of a bar supervisor, including cashing up, serving customers, maintaining café cleanliness and standards, and opening and securing the premises.

Relevant Experience

Essential

- A good level of knowledge and experience working in hospitality
- Experience of leading a team
- Commitment to high levels of customer service
- Friendly, approachable and helpful attitude
- Good communicator, with customers and staff
- Hardworking and proactive approach

Desirable

- A good level of knowledge of Food Safety legislation, Health and safety and its practical application – training will be given
- Safeguarding training – training will be given
- Experience of working in a theatre and/or cinema;
- Experience of working in a charity or not for profit sector
- Experience of working with volunteers
- First Aid qualified
- Full clean driving license
- A good level of I.T. skills including proficient use of Microsoft Office

All other Cafe and Bar staff are casual with rotas booked a month in advance. 24-32 hours of this role will be fixed daytime shifts with the other 8 considered to be flexible to fill shifts where no other supervisor has signed up. We will endeavour to keep ad-hoc shift cover to a minimum, but it cannot always be helped.

Other Information

Holiday

Our holiday allowance is 32 days a year (including eight bank holidays) pro-rata,

Pensions

Trinity provides statutory pension support after qualifying period if employee signs up to scheme. We will contribute 3% alongside minimum employee contribution of 5%.

Probation

The probation period will be three months for both parties.

Data Protection

Any data about you will be held securely with access restricted to those involved in dealing with your application in the recruitment process. Information provided on the Equal Opportunities Monitoring Form is separated from your application, held confidentially and only used to monitor and analyse Trinity policies. It is not used during the short-listing process. Any information will be kept on file for a max of 12 months and then destroyed.

Equal Opportunities

Trinity Theatre values and promotes diversity and is committed to equality and opportunity for all. 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. If any candidates have any concerns about the specifics of the recruitment process, they should make contact to discuss any potential adjustments.

Appointments

In line with the Trinity's Safeguarding Policy, any relevant 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. Trinity will not discriminate unfairly against any convictions or other information revealed.

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

How to Apply

To apply, please return a CV and covering letter / email to the address or email below: -

- Trinity Theatre, Church Road, Tunbridge Wells, Kent TN1 1JP
- hr@trinitytheatre.net

The closing date is midday on Mon 26th January, with interviews shortly afterwards. We are keen to make a quick appointment and so reserve the right to close the applications early if the right person is found. We recommend early applications.