

<b>JOB DESCRIPTION</b>	
<b>Job Title</b>	<b>Senior Bar Staff</b>
<b>Reporting to</b>	<b>Duty Manager</b>
<b>Department</b>	<b>Bar</b>
<b>Contract Type</b>	<b>Casual</b>
<b>PRINCIPAL PURPOSE OF THE ROLE</b>	
<p>Responsible for the day to day running of the bar and to contribute to the continuing development of the retail operations of Lighthouse. Working as part of the front of house management team to ensure that the highest standards are maintained across the building in relation to service, safety, security and presentation.</p>	
<b>Planning and Delivery</b>	
<ul style="list-style-type: none"> <li>• Responsible for the day to day operation of the bar.</li> <li>• To carry out stock orders, and contribute to the development of the offer in order to maximise income potential.</li> <li>• Maintain professional relationships with suppliers, monitoring cost of goods prices and ensuring that stock deliveries are accurate with all items at the appropriate standard and quality.</li> <li>• To manage bar related paperwork ensuring financial processes are efficient and accurate.</li> <li>• To manage the bar facilities and cellar ensuring that equipment is maintained, regularly, serviced and kept to an appropriate standard.</li> <li>• To manage all aspects of customer care to ensure the comfort and safety of the public, visitors and artists at all times whilst on duty.</li> </ul>	
<b>Staff Management</b>	
<ul style="list-style-type: none"> <li>• To be responsible for the efficient, professional and effective running of the Bar team. Ensuring adequate staffing levels within defined staffing budgets.</li> <li>• To supervise the bar team and assist the Duty Manager with recruitment, induction, performance management, appraisals, and administration.</li> <li>• Effectively brief and empower staff to deliver excellent service always.</li> <li>• Lead by example and demonstrate commitment to excellent service and standards at all times.</li> </ul>	
<b>Communication</b>	
<ul style="list-style-type: none"> <li>• Maintain and develop good contacts and working relationships with colleagues, customers, artists, contractors, suppliers, stakeholders and external organisations in order to promote the value of the work we deliver.</li> <li>• Review and act upon customer feedback, introducing initiatives to ensure ongoing customer satisfaction.</li> </ul>	
<b>Finance</b>	
<ul style="list-style-type: none"> <li>• Work within relevant budgets and ensure all financial and policy matters are managed in accordance with Lighthouse procedures.</li> </ul>	

<ul style="list-style-type: none"> <li>• Ensure that the retail offer contributes financially and achieves its budgeted income targets, maximising the income generation from secondary spend and associated revenue streams.</li> </ul>
<b>Health &amp; Safety</b>
<ul style="list-style-type: none"> <li>• Ensure all health and safety procedures are communicated, leading staff in their application and training in their use. Ensuring obligations are always met.</li> <li>• Adhere to health and safety legislation and Poole Arts Trust’s policies and procedures.</li> <li>• To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns promptly.</li> </ul>
<b>Representation</b>
<ul style="list-style-type: none"> <li>• Represent Lighthouse at performances, meetings and events, as and when required.</li> </ul>
<b>Diversity</b>
<ul style="list-style-type: none"> <li>• Embrace, promote and ensure the implementation of the Diversity policies of Lighthouse.</li> </ul>
<b>Values</b>
<ul style="list-style-type: none"> <li>• Promote and communicate Lighthouse’s values and culture to both internal and external customers.</li> </ul>

Any other duties as may be reasonably required.

## Person Specification

### EXPERIENCE AND KNOWLEDGE

- |   |           |
|---|-----------|
| • Bar and drink service experience.   | Essential |
| • Strong customer care skills.  | Essential |
| • Have a Personal License.  | Essential |
| • Knowledge of good team leader/supervisor practice.  | Essential |
| • Experience or motivating and directing a team.  | Essential |
| • Excellent organisational skills with strong attention to detail.                                | Essential |
| • Ability to work flexibly with regular evening and weekend work.                                 | Essential |
| • Good general level of formal education (including English and Maths GCSE or equivalent passes). | Essential |
| • Experience of working a leisure/entertainment environment with seasonal trade.                  | Desirable |
| • Knowledge and passion for the arts.   | Desirable |

### COMPETENCES AND SKILLS

- Confident, conscientious, enthusiastic and professional with a good sense of humour and a positive outlook with a 'can-do' approach.
- Excellent communication and interpersonal skills with the ability to present information in a manner appropriate to the audience, draft correspondence and email responses.
- Ability to work unsupervised and take responsibility.
- Ability to work under pressure, meet deadlines and make decisions.

### PERSONAL CHARACTERISTICS

- Must enjoy working with people and be customer focused.
- Adaptable to change.
- Dynamic, energetic and enthusiastic.
- Proactive and results orientated.
- Tactful, approachable, discreet and diplomatic.
- Flexible and reliable.