



# BAR SUPERVISOR

Application Information Pack

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## INTRODUCTION/HOW TO APPLY

Thank you for your interest in the role of Bar Supervisor at Square Chapel. You will find information about the role and the person specification in the following pages. Before you fill out an application form, please read the information included here.

Please use the online application form to apply. A link to the online application form can be found on the Jobs pages of our website. You will need to apply via this link

<https://uk.indeed.com/cmp/The-Old-Courts-2/jobs?jk=ea39fcceb7d3b04f&start=0&clearPrefilter=1>

All applications must be submitted by Thursday 30th June.

If you would like further information, support with access requirements or an informal chat about the post please contact us by email at [michellem@squarechapel.com](mailto:michellem@squarechapel.com).

We look forward to receiving your application.

## WORKING AT SQUARE CHAPEL

Our Events Team works across multiple genres and types of events, from comedy, spoken word, theatre and music, to talks, workshops, films, community showcases and general day to day running of our café space. Our bar and café serve as the hub between our event spaces and offer a wide range of beverages.

We pride ourselves on providing amazing customer service to every single customer, every time, and we strive to provide a safe, welcoming and inclusive space for all our customers, whether they are first time visitors or prized returning customers.

The Bar Supervisor role will support the bar manager in providing excellent service and customer service through the entire event delivery. Bar supervisors will take the lead on lower capacity events or when required.

The supervisor would be expected to support and promote the high standards that we and our customers have come to expect, so that our reputation is upheld and ensure that the events team always provide the best customer experience, providing training to new staff members and leading by example.

This role will require establishing and building positive relationships with the venue/event manager(s) and the rest of the events team as well as providing excellent care to the artists and clients related to the event. As the Bar/Events Supervisor, you will have exceptional organisational skills and thrive in a fast-paced environment where a calm, can-do approach is essential.

## ABOUT SQUARE CHAPEL

At Square Chapel, we believe in magic; the magic that is created when people, ideas, creativity, expression, conversation and stories come together. We believe that arts, culture and creativity play a positive and critical role in enriching and enhancing the quality of life for people of all kinds and all ages and that, through this, we can help create a better world. We're interested in bringing people together and exploring what makes us feel open hearted and alive.

Halifax is a place where world-class culture thrives.

## OUR ARTISTIC VISION

Square Chapel is a space that is safe and exciting, welcoming and experimental and facilitates the creation of inspiring and empowering opportunities for the people of West Yorkshire and beyond to engage with quality art through shared experiences owned by artists and audiences.

We put audiences at the heart of what we do and are constantly engaging, learning and developing with our audiences. We respect and value artists, and the unique ability of artists to help people understand themselves, the world and other people; we want stories to inspire, excite, entertain, challenge and surprise audiences; all presented through a programme of the brightest and most high-quality work being created in drama, dance, theatre, film, music and spoken word.

Square Chapel Arts Centre is a cultural community, a home for the curious and adventurous; the cautious and the exuberant in good times and bad times. A congregation of groups and individuals, friends, volunteers, dedicated audiences and casual attenders sharing the best in performance, art, film, food and drink.

Everything in our programme should support our commitment to being a venue that is truly representative of the community we serve and informed by the strong dialogue we seek to develop with our actual and potential audiences - the programme should reflect what is important to them and what they want to see.

Though our town is relatively small, our ambition is not - we believe in bringing the best, brightest, most exciting work to Halifax; this is an expectation that our audiences have of us; and one that we are determined to meet.

## WHAT WE DO

As an organisation we are deeply rooted in creating, producing and programming work with the community.

As well as the live events we programme, produce and co-produce, we also work with artist to help and support them in their journey and look for ways to work with and engage communities across the region.

### **Artistic Development**

We are fully committed to using our resource as a tool to further the progress of artists. Since first opening our doors we have played a part in the development of artists in many different ways. We have encountered raw talent from individuals seeking opportunity with little or no knowledge of how to find it and we have been approached by established performers who required support in networking or bid-writing. Whatever the ask, whatever the experience and whatever the artist is trying to achieve, we take pride in our ability to unlock potential and play a key role in development. The future of the arts is being forged as we speak. For arts and culture to play an increasingly important role in everyday life, time, experience, knowledge and dedication will always be needed from organisations like ours and we will continue to provide it.

### **Producing**

We have a strong track-record in producing work for artists. A combination of in-house talent, facility and our wider network across The UK allows us to develop embryonic projects into touring, sustainable work. We understand the distance that can exist between a brilliant script and the stage but our ability to aid and structure the research, development and production of work allows work to be made entirely on site.

### **Cinema, Film & Film Festivals**

Enjoy the latest blockbuster films, arthouse cinema screenings, classics, premieres, exclusive in conversation events and film festivals.

### **Red Brick Auditorium**

With the same make of projector and digital sound system as in our Copper Auditorium and seating 240 people, this auditorium sits within our beautiful Grade II\* listed red brick Georgian Chapel and is used for talks, theatre, music performances, film screenings and more.

### **Copper Auditorium**

Seating just under 100 people, our Copper auditorium is the screen we use for most of our cinema programme. We are a DCI (digital cinema initiatives) compliant cinema which uses the highest quality projector and 5.1 digital sound. Our Copper auditorium also doubles up as a stunning and intimate studio space for performances.

### **Live Events**

Since day one, a significant part of what we do centres around live events. Gigs, dance shows, theatre shows, exhibitions, film screenings, sector conferences, audience events and seminars provide artists and the public with the maximum number of entry points to the arts.

### **Engagement**

We believe in upskilling and providing workshops to encourage anyone to try their hand at a new or sleeping skill. Aside from the catharsis and fulfilment of a good workshop, these sessions allow us to provide artists with work and much-needed income to protect their artistic development.

### **Community Work**

Our surroundings play a fundamental role in everything we do. As such, we get great satisfaction from the many community projects we run. We have a community programme filled with meet-ups, social opportunities, upskilling, entertainment and more. Square Chapel is a place where anyone is welcome and it is fair to say that what we do is of significant value to a host of local groups and individuals

### **Heritage & Architecture**

The cultural and architectural history of our borough is an intrinsic part of our identity. Because of this, we place enormous value on using our historically significant spaces to create a sense of belonging, safety and creativity for all.

## THE ROLE

**Responsible to**        **Rosy Armitage**  
**Responsible for**    **Events Team**

**Main Roles and Responsibilities include the below and carrying out any additional responsibilities as required by your line manager.**

<b>Pre-event &amp; Post-event Duties &amp; Responsibilities</b>	<ul style="list-style-type: none"><li>• Assist in handling deliveries when required</li><li>• To assist in venue set up to event specifications</li><li>• Comply with stock rotation rules</li><li>• Assist in the set-up of the bar</li><li>• Assist/Oversee clean and pack down procedures of the bar/venue</li><li>• Perform line cleans and stock takes when management are on holiday or are off sick, training will be provided</li></ul>
<b>Operational Delivery Duties</b>	<ul style="list-style-type: none"><li>• Support the Event/Venue Manager in the management of events staff pre, during and post event</li><li>• Undertake duties presented by the manager to ensure the effective and efficient operation of the bar and or cafe</li><li>• Assess customers need and preferences and make recommendations</li><li>• Complete orders with reasonable speed and efficiency</li><li>• Deliver food orders from the kitchen where applicable</li><li>• Collect, clean, or dispose of glassware and disposables</li><li>• Some elements of food preparation e.g., fruits for dressing drinks</li><li>• Cash handling including closing tills when management cover is required</li><li>• Assist in the safe evacuation of customers, artists and staff if required</li><li>• Stocking drinks, glasses, and fruit</li><li>• Supervising the Box Office and Cinema staff</li><li>• Assisting with film show turnaround</li></ul>
<b>Operational Responsibilities</b>	<ul style="list-style-type: none"><li>• Undertake all designated duties with enthusiasm, commitment and to a high standard</li><li>• Comply and promote staff to follow health and safety regulations</li><li>• Comply and promote staff to follow food and beverage regulations</li></ul>

	<ul style="list-style-type: none"> <li>• Partake and promote staff to keep the bar clean and well stocked</li> </ul>
<b>Team Development</b>	<ul style="list-style-type: none"> <li>• Lead by example in your conduct and approach, providing mentoring,</li> <li>• training and support to team members across the events team</li> <li>• Ensure all activity and services are delivered to a high quality and uphold SC's purpose and values</li> <li>• Provide support to management, ensuring any areas for development and training are identified and reported to management</li> </ul>
<b>Support &amp; Impact</b>	<ul style="list-style-type: none"> <li>• Support the Development team by collecting information from the attendees; this can sometimes be in way of conversation or event evaluation forms. Doing this helps us with funding evaluation and application, helps us learn how to improve our programme of activities and what the community wants</li> </ul>

## Person Specification

### Essential

#### Experience

- Previous supervisor or team leader role
- Previous experience within a customer service role
- Previous bar experience
- Barista Experience

#### Knowledge

- Fire Safety Awareness
- First Aid Awareness
- Health & Safety Awareness
- Cellar management
- Good bar and hygiene knowledge
- COSSH
- Challenge 25 Policy

### Skills & Abilities

- A positive attitude with enthusiasm for the role and working environment
- To be able to change kegs, cask and gas cylinders
- To be able to rotate stock to prolong the life of all stock
- To be able to work under pressure whilst remaining calm and professional
- To promote staff to always provide a high standard of customer service
- To manage difficult customers and situations and turn them into positive memories
- To be able to fix cellar issues
- Ability to use the knowledge of the business to be able to speak on behalf of the company when required to do so; ensuring nothing is promised without prior consent

### Interest & Values

- A positive, proactive, flexible, and collaborative approach
- A commitment to TOC's values & purpose
- Willingness to take part in professional development opportunities and to develop new skills
- Willingness to work flexible hours including weekends and evenings

### **Desirable**

- Knowledge of the licensing act, objectives, and measures
- Knowledge of the laws of weights and measures
- Cocktail making knowledge and experience
- Own vehicle and full driving license
- Interest in business and profitability and knowledge of bar trends
- First Aid Certification
- Fire Marshal Training
- Barista Experience



## Terms & Conditions

<b>Salary</b>	£22,880.00
<b>Hours</b>	40 Hours per week  This role is 5 days a week including evening and weekend work
<b>Overtime</b>	No overtime payments
<b>Annual Leave</b>	25 Days + Statutory Holidays
<b>Probation Period</b>	6 Months
<b>Notice Period</b>	During Probation Period - 1 Week After Probation Period - 1 Month After 5 years of working - 1 week for each year worked
<b>Contract Period</b>	Permanent
<b>Workplace Pension Scheme</b>	Our pension scheme is provided by True Potential
<b>Staff Benefits</b>	Discount on Food & Drinks in the Café Complimentary tickets for performances (subject to availability and staff ticket policy)