



Dear applicant,

Thank you for your interest in our Bar Duty Manager role at The Yard Theatre.

Within this pack you will find information about The Yard and the role. Please read all the information provided.

To apply, please submit a completed application form (downloaded from the website).

All applications must be emailed to luke@theyardtheatre.co.uk with the subject heading: **Bar Duty Manager Application.**

Applications must be received no later than **10am Monday 1st May.**

Interviews will take place from Tuesday 2nd. Please note in your email any availability issues with these days.

If you have any questions about the role then please don't hesitate to contact me.

We look forward to reading your application.

Kind regards,

Luke McCoy
Bar Manager

ABOUT THE YARD

“The Yard is a fantastic new venue. It gives young artists the kind of opportunities that can transform their careers. And it gives its audiences a wonderful night out. It feels like the future.” Nicholas Hytner

Built in 2011 by Founder and Artistic Director Jay Miller, The Yard is a multi-award winning theatre in Hackney Wick, overlooking the Queen Elizabeth Olympic Park. The Yard provides a safe space for artists to grow new ideas, and for audiences to access outstanding new work.

In 5 years, The Yard has become *“the most important theatre in east London”* (Time Out), committed to:

1. Exposing stories from the edges of society.
2. Interrogating the process of writing for performance.
3. Discovering and developing new artists.

In our short existence we have had significant success. This includes two transfers to the National Theatre and numerous awards including two Peter Brook Empty Space awards. Success has also led to partnerships with leading theatres/organisations; recent project partners include the Young Vic, Royal Court, Theatre Clwyd, HighTide and Clean Break.

Our theatre programme is made up of a mixture of our NOW festival, an annual celebration of new contemporary performance; 3-5 week runs of new theatre, both made by collaborating artists and produced in-house; and shorter runs of new work. Our work tends to sit between theatre and performance, and explores the world in which we live. We also have an Associates scheme, a small network of trusted artists and theatre makers, who support our programming by reading and seeing work on our behalf.

Our recent in-house productions include *Beyond Caring* (*“quietly devastating”* ★★★★★ The Guardian); *The Mikvah Project* (*“Every moment feels rich with meaning”* ★★★★★ Time Out); and *Lines* (*“directed with finesse by the Yard’s properly talented artistic director Jay Miller”* ★★★★★ Time Out). Our upcoming production *Removal Men* will run from 8th November – 10th December 2016.

The Yard’s work on stage is supported and complemented by music events that take place every week, filling our bar with people dancing to music played by DJs from around the world. Frequent collaborators include *Knickerbocker*, *Beauty and the Beat*, *Unwanted*, and recent events include Boiler Room’s *In Appreciation Of Lyricism*, and a lecture from Dizzee Rascal presented by Red Bull Music Academy. We also welcome local chefs and pop-up restaurants to serve food alongside our busy programme.

The Yard is deeply rooted in its local area of Hackney Wick, and is committed to making work with and for its local community. Through our management of Hub67, a community centre in Hackney Wick, we seek to deepen our relationship with local residents, engaging them as participants, audience and artists by delivering a programme that seeks to meet local need.

All of this contributes to The Yard’s unique atmosphere and offer.

BAR DUTY MANAGER
JOB DESCRIPTION

Responsible to:	Bar Manager
Responsible for:	Front of House Team, Security Contractors, Kitchen Residencies
Key relationships:	Music and Events Producer, Theatre Production Casts/Crews, Music Promoters
Salary:	3 days per week, £19,500 pro rata (£11,700 per year).
Employment Period:	Twelve month fixed term contract
Start date:	Commencing April 2017
Hours:	Part-time contract, 3 days per week. 24 hours per week. Late shift working required – rotas are agreed in advance. Evening and weekend work will be required. (minimum of 3 Fri/Sat late music shifts a month) Please discuss availability if invited for interview.
Annual Leave:	20 days per annum pro rata (plus public holidays)
Extras:	Complimentary ticket for all performances (all members of the team are encouraged to contribute to the artistic life of the venue). Discounted meal and drinks. Pension scheme following probation. Additional holiday day (up to 25 days pro rata) for each full year completed at The Yard.

Purpose of the role

We are looking for a dynamic and friendly individual to assist The Yard Bar Manager and our other Duty Manager with the running of our bar, box office and kitchen. The Bar Duty Manager will be responsible for leading our close-knit and ambitious team of casual staff to instill a culture of excellence in the front of house team and ensuring customers always receive the highest level of service.

The Bar Duty Manager will deputise for the Bar Manager, taking a lead role in the day-to-day running and maintenance of The Yard Bar, Box Office and Front of House areas whilst also assisting with stock management, rotas and leading our strong team of casual front of house assistants. The successful candidate will have experience of working in a busy bar and feel confident leading by example. This role is suitable for someone with a commitment to continue developing a career in the hospitality or drinks industries.

Equal Opportunities:

The Yard is an equal opportunities employer, and we're working hard to make sure that the people we work with are representative of our diverse community. We are particularly keen to recruit more talented staff who identify as BAME and/or disabled to work with us, as people from those groups are currently underrepresented in our staff team. We are committed to meeting all access requirements; just let us know what you need.

ROLE SPECIFICATION

- Assist the Bar Manager in the running of The Yard Bar and Box Office including leading shifts, managing rotas, ordering and cashing up.
- Ensure that all daily bar jobs, such as maintenance and cleaning are completed, working with The Yard team to create and promote an atmosphere that delivers a brilliant customer experience.
- Ensure a smooth, effective running of the box office for theatre nights.
- In conjunction with the Bar Manager, lead on the recruitment, training and retention of an excellent team of casual front of house staff.
- Organizing and managing our volunteer usher pool.
- Work with the Bar Manager to continually improve The Yard Bar's product offering and to innovate ways to improve profitability and customer satisfaction.
- Work closely with the Kitchen residencies at The Yard to deliver an efficient Bar and Kitchen service for customers.

- Deputise for the Bar Manager where necessary.
- Take responsibility for the safety and security of staff and patrons within the venue. Upholding Health and Safety standards and fire safety whilst being able to lead potential evacuation of the building.
- Be responsible for securely closing the building to the general public.
- Support the effective running of all programmed theatre, music and hires, acting as the main point of contact for The Yard as necessary.
- Ensure the Bar Team have an awareness and understanding of The Yard programme and are able to communicate that knowledge to customers.

General:

- Be a dedicated key holder for the building.
- Attend weekly company meetings to share news and developments with the whole team.
- Act as an ambassador for The Yard Theatre by sharing the enthusiasm and passion it represents.
- Always be warm, friendly, professional and approachable.
- Pre-empt what patrons need and provide services that meet their requirements, always aiming to exceed expectations.
- Look to find a solution to a problem and focus on the best outcome for the customer.
- Always look for ways to improve the organisation and actively feedback constructive ideas.
- Support your colleagues at all times and be prepared to take on any other reasonable duty, as required, to ensure the organisation always performs at its best.
- Take professional pride in how The Yard building looks.

PERSON SPECIFICATION

Essential:

- At least six months' bar or drinks industry employment.
- Proven leadership skills with the ability to motivate, preferably including a casual workforce.
- Experience of cash handling.
- Exceptional communication and customer service skills with a "can-do" attitude.
- Ability to remain calm under pressure and in dealing with unexpected situations.
- Ability to work independently and as part of a team.
- Good IT skills including Microsoft Word and Excel.
- A flexible approach to work and the ability to work unsociable hours.
- Hard-working and trustworthy.
- Resourceful and reliable.

Desirable:

- Previous experience of meeting financial targets in a bar or similar environment.
- Excellent drinks product knowledge.
- Experience of managing shifts in a busy bar venue.
- Knowledge of Health and Safety and Environmental Health requirements.
- Experience of operating and obtaining sales data from electronic till systems
- Food hygiene qualification.
- First Aid at Work qualification.
- Personal Licence Holder.

Working style and Interests:

- An energetic and self motivated approach to work, with a proven ability to organise and prioritise a demanding workload and to work effectively with minimum supervision;
- Ability to learn quickly and on the job;
- An interest in, and understanding of, the drinks and hospitality industry.

- A keen interest in mixed-use cultural buildings, combining social, artistic and commercial spaces;
- An interest and knowledge of theatre, music and the arts;
- The ability and willingness to work flexible hours, including evenings and weekends;
- A willingness to contribute whole-heartedly to the efforts of the team.

This is a guide to the role of the Bar Duty Manager. Responsibilities are likely to evolve with the post-holder.