



INFORMATION FOR APPLICANTS: BAR AND KITCHEN SUPERVISOR

December 2024

Dear Applicant,

Please find attached an application pack for the position of Bar and Kitchen Supervisor at Sherman Theatre. Many thanks for your interest in this role.

This is an exciting and challenging role within the organisation, central to helping us to deliver on our ambition to create excellent theatre and deliver a great visitor experience that excites audiences in Cardiff and beyond.

You will be required to ensure the effective and profitable delivery of our bar and kitchen service that supports and compliments Sherman Theatre objectives both in and outside of performance times and to assist the Bar & Kitchen Manager in delivering the day to day operation of the bar and kitchen services including functions and events.

Sherman Theatre is one of the UK's leading producing theatres and one of Wales' most important cultural institutions.

At Sherman Theatre, we imagine a world made more equitable, more compassionate, more unified by the power of theatre. We are driven to achieve this vision every day. We do this by creating and curating shared live theatre experiences that inspire people from all backgrounds across South Wales to make a better world, in their own way. We believe that access to creativity and self-expression is a right and we constantly strive to ensure everyone has the opportunity to be enriched by the art of theatre.

Our focus on the development and production of new writing and on nurturing Welsh and Wales-based artists makes us the engine room of Welsh theatre. We tell Welsh stories with global resonance through our Made at Sherman productions, created under our roof right here in the heart of Cardiff. We're a place for everyone, generating opportunities for the citizens of South Wales to connect with theatre through inspiring and visionary engagement.

Over recent years we have gone from strength to strength with national awards recognition, critical acclaim for our work and increasing audiences. We used the time afforded us during the pandemic to improve our building, our systems and our infrastructure and we are now looking for new members to join the team across a number of roles.

In the past year our productions which have been met by audience and critical acclaim have seen attendances at Sherman Theatre exceed pre-pandemic levels. Engaging with our audiences and our communities remains at the heart of everything we do and this role is crucial to ensuring that the organisation runs as smoothly as possible to enable that.

We want Sherman Theatre to be accessible to all and so it's hugely important to us that our team at the theatre reflects the communities we serve across the city and beyond. We therefore particularly welcome applicants from diverse ethnic communities and D/deaf and disabled communities who are currently underrepresented within our team.



To apply for the post, please download the application form, cover sheet and equal opportunities monitoring form from our website: www.shermantheatre.co.uk and send them to us by email at: recruitment@shermantheatre.co.uk. Please note that, in line with our environmental policy, we are only handling applications electronically. The closing date is **noon on Friday 31 January 2025**. We'll confirm receipt of your application by email.

We hope to hold interviews on **Friday 7 February 2025**. Please let us know, on the application cover sheet, whether you would be available for interview on that date so that we can be aware, in plenty of time, if we may need to make alternative arrangements for any short-listed candidates.

If you need more information before you apply, please contact us by emailing recruitment@shermantheatre.co.uk

Thank you for your time in respect of this application – and we really do look forward to hearing from you, and exploring how your skills, experiences and passion will make a real difference to our work.

Good luck with your application.

Yours faithfully

Julia Barry
Chief Executive
Sherman Theatre

BAR AND KITCHEN SUPERVISOR: OVERVIEW OF ROLE

Sherman Theatre wishes to appoint a Bar and Kitchen Supervisor to help support the theatre's Front of House operation. Contributing to the department's operational efficiency and delivering the highest levels of customer service, the successful candidate will have the proven ability to supervise the day-to-day operations of Sherman's Café Bar team, to assist the Bar and Kitchen Manager with the provision of an efficient, safe, effective and profitable bar and kitchen service including functions and events. This individual will also undertake Duty Management shifts ensuring our audiences receive a great visitor experience. This is an exciting and challenging role within the organisation, central to helping us deliver on our ambition to create excellent theatre and deliver a great visitor experience that excites audiences in Cardiff and beyond.

Bar and Kitchen Supervisor: Contractual Details

Salary:	£23,632 per annum.
Term:	The post is offered as a permanent position, subject to successful completion of a 6 month probationary period
Hours:	39 hours per week including evening and weekends.
Holidays:	22 days per year, plus the 8 recognised bank/public holidays, with days accruing for length of service up to a maximum of 27 days plus bank/public holidays.
Period of Notice:	1 month with extra weeks accumulating for length of service (the notice period during the probationary period is 1 week).
Pension:	Sherman Theatre operates a qualifying workplace pension scheme.
Right to work:	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.
References:	Offers of employment are subject to the receipt of references that are satisfactory to Sherman Theatre.
Start date:	The post is available immediately.

Non-Contractual Benefits

We encourage all staff to see as many shows as possible and to be involved at all stages of the production process for Sherman Theatre productions. Every staff member is invited to attend Press Night for Sherman Theatre productions, along with complimentary tickets to most shows. We also offer a staff discount in the Café Bar to all staff members.

JOB DESCRIPTION: BAR & KITCHEN SUPERVISOR

JOB TITLE: Bar & Kitchen Supervisor

REPORTS TO: Bar & Kitchen Manager

KEY WORKING RELATIONSHIPS: Chief Executive, Head of Operations, Visitor Experience Manager, Box Office and Audience Insight Manager, Head of Marketing and Communications, Head of Finance and Administration

RESPONSIBLE FOR: Bar & Kitchen Assistants, Volunteers (when acting as Duty Manager)

JOB PURPOSE:

To ensure the effective and profitable delivery of an appropriate bar and kitchen service that supports and compliments Sherman Theatre objectives both in and outside of performance times and in line with audience development objectives. To assist the Bar & Kitchen Manager in delivering the day to day operation of the bar and kitchen services including functions and events and to undertake Duty Management shifts as required.

LEAD RESPONSIBILITIES:

- To ensure the highest levels of service for customers, clients, visiting companies and staff are delivered at all times across the Café Bar along with an excellent presentation of the public FOH areas.
- To assist with the training and supervision of the Bar & Kitchen Assistants and supporting the Bar and Kitchen Manager with the daily operation of the Café Bar.
- To act as Duty Manager and oversee the Café Bar in the absence of the Bar and Kitchen Manager.
- Working with the Bar and Kitchen Manager and Head of Operations with all licence, Health and Safety and fire evacuation procedures.

Customer Service

To ensure the highest levels of service for customers, clients, visiting companies and staff are delivered at all times across the Café Bar along with an excellent presentation of the public FOH areas.

- 1.** Championing exceptional levels of customer service, working with the Bar & Kitchen Manager to deliver Customer Service Standards across all aspects of the company's interaction with the public.
- 2.** Develop and maintain a level and style of Bar & Kitchen service that is integral to and supportive of Sherman Theatre's core operations, values, programme and services. To ensure the service meets the requirements of each of the different types of activities of Sherman Theatre.
- 3.** With the Bar & Kitchen Manager (and in their absence) to ensure excellent presentation of the Bar & Kitchen and public FOH areas.
- 4.** To have knowledge of all items on the menu/drinks list and how to serve them. This will include excellent barista services.
- 5.** Contributing to the training and development of all Bar & Kitchen staff ensuring that they are able to undertake their responsibilities in a way that exemplifies the company's values and ensures consistency of service standards.
- 6.** To ensure health and safety is being upheld. To maintain the highest standards of customer care, appearance and working practices of Bar & Kitchen staff and volunteers.

Café Bar Operations and Supervision

To assist with the training and supervision of the Bar & Kitchen Assistants and supporting the Bar and Kitchen Manager with the daily operation of the Café Bar

- 1.** With the Bar & Kitchen Manager, to support the development and effective operation of Sherman Theatre's bar and café, ensuring a high level of customer service and the efficient and profitable operation of facilities.
- 2.** Supervising the work of the Bar & Kitchen Assistants, ensuring that a high level of customer service is achieved for all events promoted by Sherman Theatre.
- 3.** To assist in the training and supervision of Bar & Kitchen staff in appropriate areas of the operation. To ensure that all staff work within agreed procedures and to appropriate standards; including monitoring work performances, timekeeping and general customer service and good practise.
- 4.** To ensure that all staff are fully briefed to include changes and updates to the offer or service and for information sharing.
- 5.** In the absence of the Bar & Kitchen Manager, oversee the day-to-day financial aspects of the Bar & Kitchen, including keeping of cash floats, and provision of

information and checks as required by the Head of Operations and Head of Finance and Administration.

6. Ensure that the Bar & Kitchen is adequately stocked with materials, supplies and equipment. Where required, assist with the accurate and regular stock taking regime in all areas and to regularly report to the Head of Operations.
7. To manage, receive and mark off deliveries of consumables to the Bar & Kitchen stores ensuring safe handling and storage and dealing with variances where necessary.

Duty Management

To act as Duty Manager and oversee the Café Bar in the absence of the Bar and Kitchen Manager.

1. To act as an evening Duty Manager as required, alongside daytime duties. To ensure the security of the building and act as key holder when necessary.
2. To ensure a welcoming attitude to customers, visitors and users from a variety of backgrounds through understanding and promoting diversity. To be fully aware of issues and procedures surrounding accessible performances and to ensure that all staff are similarly aware so that needs of customers with special requirements are met.
3. In the absence of the Head of Operations, Bar & Kitchen Manager and Visitor Experience Manager, to be the Responsible Person on duty on behalf of the company to receive and manage any customer or other complaints and manage customer expectations.
4. To undertake the duties of Fire Officer as required which will include checking all public and backstage areas of the building for hazards and risks relating to fire prior to all public performances.
5. To check and ensure the fire alarm system is fully operational prior to beginning a Duty Manager shift.

Facilities Management and Health and Safety

Working with the Bar and Kitchen Manager and Head of Operations with all licence, Health and Safety and fire evacuation procedures.

1. To support the Bar & Kitchen Manager with the adherence to licensing, EHO and HSE Regulations, and Sherman Theatre H&S policies by all Bar & Kitchen staff and volunteers.
2. To ensure accident reports are correctly utilised. To be part of the regular fire safety training and drills with Bar & Kitchen staff and volunteers for whole building evacuations and drills, and to be responsible for the safe evacuation of front of house areas in case of emergencies.
3. In the absence of the Head Of Operations, Bar & Kitchen Manager and Visitor Experience Manager and when acting as Duty Manager, to act as the Responsible

Person and respond to any alarm activations and take lead on any evacuations, fire or alike. Ensure that Fire Exits are clear and inform the relevant team or person responsible for the area if items need to be moved.

4. To act as Key Holder for the locking of the building at agreed times, as required.
5. To act as a designated First Aider.

It is a duty to abide by the current Equal Opportunities Statement and other Policy statements as detailed in the Staff Handbook.

Note: You are employed as Bar and Kitchen Supervisor. However you may be asked to perform other duties at the same grade and remuneration package and to the same total hours of work. You will be given four weeks' notice of any proposed changes in duties.

The job description and as such may be subject to changes made by your line manager, or may be part of discussion at either your annual Appraisal, or other appropriate meeting depending on the urgency of the discussion required.

BAR AND KITCHEN SUPERVISOR: PERSON SPECIFICATION

ESSENTIAL

Experience

- Experience of a supervisory role, or of a suitable comparable position in a service or trading related role, preferably in an arts venue or visitor attraction
- Experience of cash handling, stock management and EPoS/ reconciliation systems
- Evidence of the supervision and motivation of teams
- Experience of implementing effective safety procedures

Knowledge and Skills

- Knowledge and understanding of audience/visitor needs and expectations
- An exceptional understanding of drinks and the service of alcohol
- Excellent listening, influencing and verbal communication skills
- Strong people skills: the ability to lead and motivate, to assume responsibility, to delegate appropriately and supervise effectively
- Strong personal management/ supervisory skills: the ability to plan and prioritise work, deal effectively with pressure, manage competing demands and retain a positive and optimistic approach

Personal Attributes

- Hard working, highly motivated and committed to best practice
- A “completer-finisher”, who takes pride in a job well done and in getting the most out of the people for whom they are responsible
- A flair for dealing with the public and delivering excellent customer care; a real enjoyment in working with people
- An understanding of, and commitment to, diversity and inclusion, coupled with the imagination and application to identify the specific needs and preferences of current and potential visitors
- Analytical thinker with a logical approach to problem-solving and the ability to anticipate the implications and consequences of situations and take appropriate action
- Meticulous attention to detail to ensure consistent standards across the offer

DESIRABLE

- Experience of managing events
- The ability to speak Welsh
- Enthusiasm for arts activities and for theatre in particular
- Personal Licence Holder
- First Aid at Work/Fire Officer certificate or Safety at Work competencies
- Food Hygiene level 2 Certificate
- Allergen Awareness Certificate
- IOSH Certification