



Background – Union Chapel - inspiring space, inspiring lives

Union Chapel is a unique multi award-winning performing arts venue, with a global reputation for international cultural events engaging diverse audiences. For over 30 years events have been our lifeblood and income, annually engaging 100,000+ visitors through 250 events.

“There’s something about coming to Union Chapel. There’s just something that’s kind of left in the walls. You feel it. There’s so much life in every corner. All of that seeps in, and it helps you to give your story” (Celeste)

Union Chapel is more than a venue. A Grade I listed Gothic architectural jewel, it is also home to charities tackling homelessness, championing social justice, empowering local communities with creative groups, training and employability programmes for local communities. It is also the home to a working, progressive and inclusive church.

Profits from events substantially support our vital charitable work with local communities and we are a model of good practice for community engagement. As an example, the Hospitality provided at our events directly supports our Margins charity and supported employment programme for people with experience of homelessness.

“I depend on Margins for more than hot food, they make me feel very happy, like a valid human being, a real person and not a non-entity, I feel like an individual.”

Job Title: BAR & KIOSK SUPERVISOR

For Theatre Style Bar at the Union Chapel Performance Venue

Responsible to: Bar Manager
Contract: Casual
Rate Of Pay: £14.80 per hour & statutory holiday entitlement
Hours: On average 10-15 hours per week
Terms: Flexible, zero hour workers contract, part-time role, mainly evening shifts (including weekends)

Key Duties & Accountabilities

DAILY BAR SUPERVISION:

- Oversee the day-to-day management of the bar & staff at the venue and liaise with evening operations in the Events team for information necessary to effectively support the team.
- Maintain correct storage and stock rotation of all consumables and beverages, and to be able to deal with all service-related matters regarding sale of alcoholic/non-alcoholic beverages.
- Work with the on-site manager across events to develop effective and efficient improvement of the processes and procedures in the bar.
- Ensure daily bar and kiosk checklists are completed at the opening, during and end of service.
- Ensure daily recording of any stock losses.
- Consistently review & ensure recycling measures are upheld.
- Ability to effectively resolve any issues that are raised by customers or within the team on the night, efficiently relaying or escalating to your line manager where necessary.
- Liaise with the Visitor Engagement Coordinator & Manager on site for daily briefings to retain and relay essential information such as expected capacity, opening and closing times and any special event requirement info needed.
- Able to offer a high level of support the staffing team throughout the shift each night, such as creating a fun and welcoming atmosphere for both customers and the staff and ensuring they maintain a high level of customer service on the bar.
- Responsible for the development, implementation, and management of the highest standards of Customer Service and Hygiene in the bar, including communication and guidance for staff.
- Able to maximise revenue by providing a high standard of problem solving and managing staff sign out and stock efficiently.

HEALTH & SAFETY:

- To understand and have a working knowledge of all current Health and Safety and venue/alcohol licensing regulations and undertake training where necessary.
- To monitor staff in the responsible sale and service of alcohol and any other relevant Licensing conditions and rules to their shift.
- Undertake emergency and evacuation procedure training for the Venue as and when necessary, and be capable to support evacuations of the building, and act as a first aider and fire marshal on the bar.
- Communicate any routine, periodic or ad hoc cleaning and maintenance requirements for bar areas to the Manager on site so it can be relayed to the Facilities & Maintenance Manager and subsequently relayed to the cleaning team.

BUSINESS DEVELOPMENT:

- Responsible for maximising profitability of the bar through staff training, support & ensuring stock is efficiently stored and replenished throughout the event.
- Responsible for managing the tills and EPOS system and their effective use by staff.

LINE MANAGEMENT & TEAM SUPPORT:

- Act as interim line manager to the team when on site in the absence of the Bar Manager – clearly reporting any incidents and feedback to the Manager on site.
- Directly support the bar staff team to ensure the effective performance of their roles.
- Support the Bar/Site Manager on inductions and required training of new bar team members.
- Ensure any deliveries are received, confirmed and stored correctly and that all relevant stock/ invoices are correct where asked to do so.

GENERAL:

- To champion Union Chapel's vision, aims and ambitions.
- Actively support the organisation's action plans in respect of diversity and equality.
- To undertake any other duty as might reasonably be required.

EXPERIENCE

Essential:

- Minimum 1 years' experience in a bar role, ideally in an arts or venue environment & preferably in a supervisory capacity.
- Ability to build and sustain effective relationships with various teams, both internal and external.

- Ability to maintain a positive and professional attitude and publicly represent the venue in a confident manner.
- The ability to confidently lead and motivate a large team of staff, including training and developing individuals new to bar work.
- Experience of bar/till management software.
- Passionate about people, communities, diversity, and inclusion.
- Flexibility to work irregular hours (weekends/evenings/public holidays).

Desirable:

- Personal license holder.
- Experience of EPOS till software.
- First Aid at Work qualification.

How to apply

Please apply with your CV and a covering letter, of no more than two pages, **OR** 4 minute video and CV, outlining your skills and experiences to meet the criteria of the role, why you want to work for Union Chapel Project and your availability to start to recruitment@unionchapel.org.uk with “Bar & Kiosk Supervisor” in the subject line.

Ongoing Recruitment - no application deadline, though advised to apply ASAP

Equality and Diversity

We are working to become an organisation that is representative of our local community and want to recruit people from a range of backgrounds who reflect the diversity of our community. We particularly encourage applicants who are currently underrepresented in our board, workforce and wider sector. This includes but is not limited to candidates who identify as being from Black, Asian and other ethnic backgrounds from the global majority, and candidates who identify as being disabled. We also particularly welcome applicants with their own lived experiences of the challenges we aim to address.

Please complete our [Equal Opportunity Monitoring form](#) and email it to recruitment@unionchapel.org.uk. It will be treated in confidence and will not be seen by the staff directly involved in the appointment.



Photo Credits:

Front page:

Live At The Chapel by James Bridle

Last page:

Ed Gamble by James Bridle

Seckou Keita by Tatiana Gorilovsky

Community Leaders by Michael Chandler

The Margins Project Chef Iraj



Shortlisted
Organisation

Awarded by
CALOUSTE GULBENKIAN
FOUNDATION
UKAYUKO



Shortlisted
Best
Loved