



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 123,000+ visitors through 175+ 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 ASSISTANT

Immediate Start Available

Responsible to: Bar Manager

Hours: On average 10-15 hours weekly, mainly evening/weekend shifts

Terms: Flexible, zero hour workers contract, part-time role

Pay: £14.80 hourly, plus statutory holiday entitlement

PURPOSE OF ROLE

To ensure a high quality of service in the Union Chapel Bar, whilst maximising bar sales and maintaining a relaxed and welcoming atmosphere.

Responsible to the Bar Supervisor, you will work as part of a bar team in Union Chapel Bar.

KEY DUTIES & ACCOUNTABILITIES

BAR:

- Help to maximise bar sales and serve customers efficiently, especially during busy intervals, whilst keeping a relaxed and welcoming atmosphere in the bar
- Operate the tills and card payments
- Ensure all bar equipment is kept clean and well cared for
- Ensure all areas of the bar are kept tidy and presentable
- Help to restock the bar as directed by the Bar Manager and other members of the team
- Help to clean and close up the bar at the end of the shift

CUSTOMER SERVICE:

- Ensure that the customer experience is always excellent
- Address any customer queries and complaints in a proactive and friendly manner
- Respond to any access needs of our customers

GENERAL:

- Being fully conversant with emergency and evacuation procedures
- Taking reasonable care for the health and safety of yourself and others in line with the Health & Safety policy
- Be aware of other Union Chapel events, and building uses
- Help to maximise our recycling and our commitment to creating a sustainable venue
- Undertake any other duties that may reasonably be required by the Supervisor or Team
- Ensure Union Chapel's wider charitable work is highlighted where possible, to maximise support for Union Chapel's work as an ethical venue supporting the community, including maximising donation opportunities at and around the bar

PERSON SPECIFICATION

- A positive and professional approach and great team player
- Some experience of working behind a bar or operating a till would be helpful but full training will be provided
- Excellent customer service skills
- Attention to detail
- Enthusiastic to work in a unique venue where you will gain experience and meet new people
- Must be eligible to work in the UK.

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 Assistant” 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.

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