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## Bar Assistant Application Pack

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



With a year-round programme of incredible live music, film screenings, spoken word & comedy events, our bar provides a vibrant and atmospheric meeting place perfect for our audience to begin their evening of entertainment.

<b>Role:</b>	<b>Bar Assistant – immediate start available</b>
<b>Terms:</b>	Flexible, zero hour workers contract, part-time role, mainly evening shifts (including weekends)
<b>Hours:</b>	On average 10-15 hrs per week
<b>Salary:</b>	London Living Wage + statutory holiday entitlement
<b>To apply:</b>	Please send your CV with 'Bar Assistant' in the title to <a href="mailto:recruitment@unionchapel.org.uk">recruitment@unionchapel.org.uk</a> along with a short paragraph or video telling us why you would love to work at Union Chapel.

Applicants will be asked to complete an Equal Opportunities Form

Union Chapel is committed to creating and promoting a diverse and inclusive community. Our recruitment process is open to all, but we are particularly keen to hear from people who have lived experience, disabled candidates and those from the global majority, as these groups are currently underrepresented in our teams.

#### **PURPOSE OF ROLE:**

To ensure 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:**

##### **BAR OPERATIONS**

- 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 Supervisor 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