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| **Department** | **Department of Place** |
| **Job Title** | Casual Bar Staff |
| **Grade** | Grade A |
| **Primary Purpose of Job** | To assist in all areas of bar service |
| **Reporting To** | Bar Supervisor |
| **Direct Staffing Reports** | None |

**Main Duties**

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| **1** | To assist in all areas of bar service across 3 bars within the Albert Halls Complex. | | |
| **2** | Able to work as part of a team and under own initiative. | | |
| **3** | Ability to deal with cash handling, use of electronic till systems and card payment systems. | | |
| **4** | Responsible for cleaning of bar and associated areas, and front of house area e.g., tables, bar collection points. | | |
| **5** | To maintain a high level of personal hygiene and presentation. | | |
| **6** | Provide a visible presence and a high level of customer care across the Albert Halls bar areas. | | |
| **7** | Be aware of health and safety practice, fire evacuation and bar hygiene practice. | | |
| **8** | To undertake ongoing training in line with the functions of the service. | | |
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| **Date Job Description prepared/updated: 25th May 2021** | | |  | | |
| **Job Description prepared by: Liz Gatrick Albert Halls Manager** | |  | | |



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| **Department of Place** | | | |  | | | |
| **Job Title: Bar Staff** | | |  | | | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | |
| 1. | Proven experience of working in a bar/hospitality environment. | | | | Application form |
| 2. | Good numeracy skills. | | | | interview |
| 3. | Able to work as part of a team/under own initiative. | | | | interview |
| 4. | Excellent front line customer care skills. | | | | interview |
| 5. | Experience of cash handling and the use of EPOS electronic till systems and card machines | | | | Application Form |
| 6. | Basic health and safety/bar hygiene training. | | | | interview |
| 6. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. |  |  |
| 2. |  |  |
| **3. Work Related Circumstances** | | |
| 1. | Must be able to work flexible hours in line with operational requirements and theatre programme, this will include both evenings and week-end work. | Interview |
| 2. | Over 18 only. | Interview |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Front line door supervision licence. | | Application form |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. |  | |  |
| 2. |  | |  |

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| **Person Specification prepared/updated 24th May 2021** |  |
| **Person Specification prepared by Liz Gatrick Albert Halls Manager** |  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





