



APPLICATION PACK – BAR & FLOOR SUPERVISOR

We are currently recruiting a Bar & Floor supervisor to join us in winter 2023. They will support the Bar and Restaurant Manager in overseeing day-to-day operations for the Royal Court Bar & Kitchen and our outdoor bar **Court in the Square**.

You will find information about the role, the organisation and the person specification in the following pages. Before you submit your application, please read the information included here.

APPLICATION PROCESS

Please use the online application form to apply. A link to this form can be found on the jobs page of our website <https://royalcourttheatre.com/about/jobs/>.

The online application form will ask for the following things:

- Your personal contact information.
- Your NI number and / or any work permit details.
- Some equal opportunities data (optional)
- Your response to 3 questions.

The 3 Questions for this role will be:

1. Why are you suited to this role? Please summarise your skills, knowledge and experience to demonstrate how you meet the essential criteria in the person specification.
2. How would you use people's skills and strengths to get the best out of the team?
3. What excites you about working in the role of Bar & Floor supervisor?

Please answer these questions within the Survey Monkey form. We are including them here so you have them for your reference and in response to feedback from recent recruitment.

You will also be asked to upload your CV as a word document or pdf file.

We will review all applicants' responses to the 3 questions and score these against the essential knowledge, experience and skills in the person specification alongside the CV to achieve a shortlist of people we will then invite to interview.

Candidates who currently have a valid work permit allowing them to work in the UK for the duration of this contract are welcome to apply. Unfortunately, we are unable to consider applications for this role which would require us to obtain a certificate of sponsorship or permit to work in the UK.

Please let us know if you would like further information, support with access requirements or an informal chat about the role. You can contact us on recruitment@royalcourttheatre.com

You can also email us if you would like to submit your application in a different format or experience any difficulties with the Survey Monkey form.

CLOSING DATE FOR APPLICATIONS: 8:00am on 6 November 2023. Applications will be reviewed on a rolling basis and we reserve the right to close the role early.





Royal Court Bar & Kitchen
Sloane Square, London, SW1W 8AS
020 7565 5050
royalcourttheatre.com/bar
foodanddrink@royalcourttheatre.com

ABOUT THE ROYAL COURT

The Royal Court Theatre is the writers' theatre. It is the leading force in world theatre for vigorously cultivating writers - undiscovered, new, and established.

Through the writers we are at the forefront of creating restless, alert, provocative theatre about now. The uniqueness of our environment enables writers to ask questions we don't yet know need to be asked in ways we cannot yet imagine, inspiring audiences and influencing future writers. Through the writers we strive to constantly reinvent the theatre ecology. We seek to find, cultivate, and create tomorrow's major writers and the classic plays of the future.

We seek stories from everywhere and create theatre for everyone, and we see our audience as one of our chief collaborators. We invite and enable conversation and debate, allowing our writers and their ideas to reach and resonate beyond the stage, and the public to share in the thinking.

The Royal Court is committed to fostering an inclusive, socially just culture in which everyone feels they belong. We are an equal opportunities and disability confident employer. We seek a representative workforce for our city and we warmly welcome and commit to interview applicants with protected characteristics who meet the criteria for this role.



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ABOUT THE BAR & KITCHEN AND COURT IN THE SQUARE

The Royal Court Theatre has been operating their catering facility in-house since 2006. The Bar & Kitchen creates a welcoming and inspiring environment with a style and ethos which reflects the work we put on our stages. As an extension of the theatre itself we are conscious that the Bar & Kitchen upholds the Royal Court's values of creativity, dynamism and diversity. We operate our commercial subsidiary as a sustainable business and are committed to working towards zero harm.

In 2020 we first opened Court in the Square, which has grown into a successful and busy outdoor pop-up. We now operate both the Bar & Kitchen and Court in the Square as destination venues. These commercial endeavors have helped to solidify the Royal Court Theatre's financial position whilst recovering from the pandemic.

Our catering outlets serve both our audiences and those who are not visiting the theatre to great success. Offering expertly crafted cocktails alongside an extensive selection of craft gins, beers, wine and soft drinks. Our kitchen serves a great selection of burgers, sharing boards and salads with lots of vegetarian and vegan options.

Alongside our day-to-day operation we deliver bespoke events from intimate dinners on stage to large canapes receptions. The catering team works closely with the theatre's Development Team on delivering supporters events. We also deliver a host of external private events in spaces throughout our building.

There is a core management team of Head of Operations and Sustainability, Bar and Restaurant Manager, Kitchen Supervisor, Bar & Floor Supervisors, and casual bar, floor and kitchen staff. All profits from our catering operation go directly to supporting the work of the Royal Court Theatre, cultivating and supporting writers – undiscovered, emerging and established.



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ABOUT THIS ROLE

Job Title: Bar & Floor Supervisor
Line Manager: Bar and Restaurant Manager

MAIN PURPOSE

The Bar & Kitchen Supervisor supports the Bar and Restaurant Manager in delivering the strategic vision for the Royal Court's catering operation. They share responsibility for the smooth day to day running of the Bar & Kitchen, Court in the Square and other pop-ups, upholding and promoting the operational style and ethos. They ensure provision of a welcoming and efficient service to audiences, artists, general public whilst maximising sales.

KEY TASKS

MANAGEMENT

- Deputising for the Bar and Restaurant Manager in their absence and taking full responsibility for the organisation and execution of service.
- Upholding the Royal Court's existing high standards of customer care, leading by example and ensuring all Bar and Floor staff provide excellent service to customers, visiting artists and colleagues.
- Sharing responsibility with the Bar and Restaurant Manager for the smooth day-to-day running and duty management of the Bar & Kitchen
- Being responsible for the excellent presentation of the Bar & Kitchen and other public areas at all times.
- Respond to and resolve customer comments and complaints in a calm and courteous manner and within agreed policies.

HIRES & EVENTS

- Support the Bar and Restaurant Manager in the effective planning and delivery of catering services for external and internal events and hires.
- Provide high-level service for internal events and external hires.

STAFFING

- Support the Bar and Restaurant Manager in providing clear leadership for the team.
- Supporting the Bar and Restaurant Manager in the recruitment, training and day to day management of all staff.

FINANCE & ADMINISTRATION

- Cash management on a day-to-day basis to include: recording daily takings, investigating till shortage/overage, managing petty cash card and daily float and safe checks in line with procedure.





- Assist the Bar and Restaurant Manager with other administration duties as required. For example: event sheets, recipe costings, price checking, invoice processing.

HEALTH & SAFETY, HYGIENE AND LICENSING

- When on duty, to act as the nominated person deputising for the Designated Premises Supervisor.
- Ensure the licensing requirements for the premises are always upheld and keep up to date with local and national licensing legislation.
- Ensure all health and safety and hygiene regulations are adhered to and all staff are properly briefed and fully aware of their responsibilities in this respect.
- Act as a Fire Marshal for the Bar & Kitchen and Court in the Square in case of emergency.
- Act as a first aider.

GENERAL

- Possess an in-depth knowledge of all the products on sale and be confident and clear in conveying that information to customers.
- Respond to all email and telephone correspondence, both internal and external, promptly and appropriately.
- Contribute to the Royal Court's active and developing access policy through appropriate understanding of the needs of all visitors including those with disabilities.
- Adhere to, and ensure others adhere to, the Royal Court's company policies regarding diversity, equal opportunities, harassment and bullying.
- Supporting the theatre's environmental sustainability policy, considering how this can be applied to the catering operation whenever practicable.
- The successful candidate will be expected to be an appointed First Aider and a Personal License Holder. Training will be given if necessary.
- To carry out any other duties required by the theatre in pursuance of the above objectives.

PERSON SPECIFICATION

- Previous bar and waiting/floor experience is essential
- Experience working in an outdoor or public space is desirable
- Good communicator, able to offer a consistently high standard of customer care
- Confident in supervising and motivating a team
- Ability to use your initiative, prioritise tasks and think on your feet
- Enthusiastic team worker with excellent interpersonal skills
- Accurate cash-handling skills
- Knowledge and appreciation of theatre operations desirable, but not essential
- Highly organised and efficient, with excellent attention to detail
- Ability to work calmly and effectively in stressful situations
- Computer literate
- Basic knowledge of health & safety and/or hygiene issues is desirable



TERMS & CONDITIONS

Title of post: BAR & FLOOR SUPERVISOR

Hours: This is a casual position. Most shifts are during our regular opening hours (from 10.00 am to midnight). Event shifts can be outside of these hours. We ask you to be available for at least 5 shifts per week. Shifts will include regular evening and weekend work, we operate 7 days a week. Our usual working pattern will offer 20-40 hours a week.

Contract: This is a contract for a 12-month period with a possible extension to a permanent contract.

Salary: £13.16 per hour. This is made up of a minimum basic hourly rate of £12.41. Additionally, if after service charge the rate is less than £12.41 this will be topped up to take you to the London Living Wage. All service charge is paid to the team, you will also receive holiday pay.

Notice period: 1 month. There is a probationary period of 3 months with a notice period of one week either side.

Pension: ESC Catering Ltd operates a workplace pension scheme under the auto-enrolment rules set out by the Pensions Regulator. We have chosen The People's Pension, operated by B&CE, to meet these legal obligations. We will write to you within the first month of you joining to explain what your options are and how auto enrolment works.

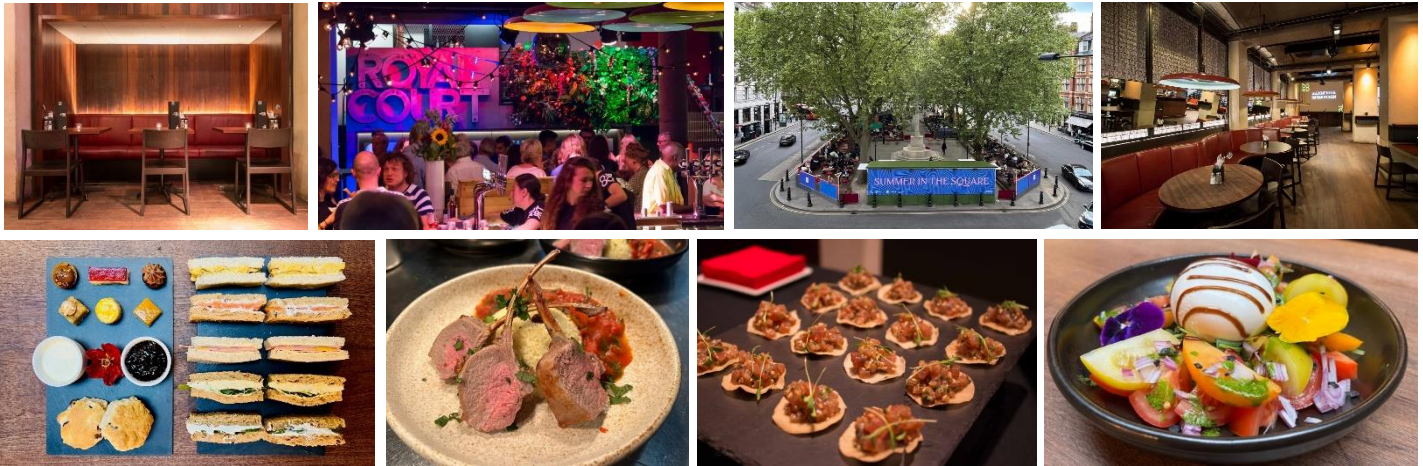
OTHER BENEFITS:

- Complimentary tickets for preview performances, subject to availability and the Royal Court's staff ticket policy.
- 20% discount on all food and drink purchases across our catering outlets, subject to discount policy.
- 10% discount on all purchases in the theatre's Bookshop, subject to discount policy.
- Interest free travel season ticket loan.
- Cycle to work scheme
- Staff social events
- Commitment to learning, education and development
- Wellbeing support with staff counselling service



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