

APPLICATION PACK – BAR AND FLOOR SUPERVISOR

We are currently recruiting for a **Bar and Floor Supervisor** to join us in spring 2024. This is an exciting opportunity to work with our brilliant team in the basement **Bar & Kitchen** as well as other venues such as our outdoor **Court in the Square** and pop-up bars throughout the building.

Thank you for your interest in this role. You will find information about the Royal Court and the role in the following pages, along with details of how to apply. Please read this information before you submit your application.

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 the home of the English Stage Company Limited (ESC) and is the UK's leading theatre dedicated to new writing. Up to 16 plays a year are staged between two theatre spaces (the Jerwood Theatre Downstairs and the Jerwood Theatre Upstairs) at the Royal Court's home on Sloane Square. Over 120,000 people visit the Royal Court every year and many more see our work offsite, online, in the West End, globally and on tour. Our unique sector-leading activity is the play development work, which takes place year-round including an ongoing programme of Writers Groups for around 100 writers a year.

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 essential criteria for this role.

We are on a journey to become a Zero Harm organization, where everyone who engages with us can work free from discrimination. This work is live and ongoing and fully integrated across our organization and all areas of our work.

VALUES

ACUTE + RESTLESS

We're driven by the need to unsettle pre-conceived ideas of theatre, applying intuition and acute intelligence to every script. We involve our audience in questions about what theatre could be and how it shapes our world. We want to make theatre history now.

THINKING + DEMOCRACY

We're unflinching in our intellectual bite and the stringency of our thinking.

We want to shatter the illusion that ideas are for the few, throwing open the best thinking and critical debate to a broad audience.

EMPATHY + DISRUPTION

We can't act alone. Together, we listen, respond and adapt, offering a sustaining and vital playground for experiment and ideas. We're bold and flexible, embracing positive disruption and the unpredictable.

ABOUT THE BAR & KITCHEN AND COURT IN THE SQUARE

We've been operating our catering facility in-house since 2006 and our 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.

In 2020 we first opened Court in the Square, which has grown into a successful and busy outdoor venue that's open from May until September every year. We now operate both the Bar & Kitchen and Court in the Square as destination venues.

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 small plates, 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. We deliver a host of events in spaces throughout our building.

There is a core management team of Head of Operations and Sustainability, Bar and Restaurant Manager, Head Chef, 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.

ABOUT THIS ROLE

Job Title: Bar and Floor Supervisor
Line Manager: Bar and Restaurant Manager
Duration: April '24 – September '24 (possible extension)

MAIN PURPOSE

The Bar & Kitchen Supervisor supports the Bar 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 RESPONSIBILITIES

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 & Kitchen staff provide excellent service to customers, visiting artists and colleagues.
- Sharing responsibility with the Bar Manager for the smooth day-to-day running and duty management of the catering areas
- Being responsible for the excellent presentation of the Bar & Kitchen, Balcony Bar, Court in the Square 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.
- Work with the Head of Operations & Sustainability, Chef and Bar and Restaurant Manager to build the team to work to the values of the Royal Court Theatre.

HIRES & EVENTS

- Support the Bar 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 Manager in providing clear leadership for the Bar & Kitchen staff.
- Supporting the Bar 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 & Kitchen 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.
- Play an active part in development, promotion and implementation of all company policies including anti-racism, anti-oppression, representation, access, environmental sustainability and health and safety, and ensure the Bar and Kitchen team adhere to these policies
- 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
- 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 part-time position. Between 10 and 45 hours per week on a shift basis, including regular evening and weekend work. Shifts are during, but not limited to, our regular opening hours. Our catering outlets are open 7 days a week from 10:00am until midnight with occasional later closes.

Contract: This is a permanent contract for the duration of Court in the Square (ending 22nd of September 2024) with the possibility for successful team members to stay on in the Bar & Kitchen after Court in the Square closes.

Locations: Shifts will be predominantly at the Royal Court Theatre, Sloane Square although staff may be required to work additional shifts at other venues associated with Royal Court Theatre productions.

Salary: £13.95 per hour. This is made up of a minimum basic hourly rate of £13.15. Additionally, if after service charge the rate is less than £13.95 this will be topped up to take you to £13.95. All service charge is paid to the team, you will also receive holiday pay.

Notice period: 1 month. There is a probationary period of 2 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 selected performances, subject to availability and the Royal Court's staff ticket policy.
- Discount on meals and drinks across our catering outlets, subject to discount policy.
- Discount on purchases in the theatre's Bookshop, subject to discount policy.
- Staff social events
- Wellbeing support with staff counselling service.

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