# Job Description

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| Job title | CASUAL BAR OPERATIVE |
| Directorate | PLACE : Regeneration, Community and Culture |
| Division | Culture and Libraries |
| Range | MPR 1 |
| Reports to | Corn Exchange Manager |

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## Main purpose of the job:

To support the management and delivery team to deliver an excellent bar and hospitality service to clients/guests during functions held at The Corn Exchange or Medway Theatres.

Liaise with stakeholders in a way that promotes the vision and values of the Council.

## Accountabilities and outcomes:

To work with the Operation Manager and Function Manager to deliver all aspects of the bar, its stock and stock management, equipment and glassware.

To operate the venue's electronic point of sale. Handle cash floats and assist with end of shift cashing up.

Present a welcoming, courteous, helpful and efficient service to all clients both before, during and after an event.

To be aware of licensing regulations with regards to the sale of alcohol and your responsibilities.

To work a varied shift pattern in line with function requirements. This includes evenings and weekends with late finishes.

Maintain a high level of cleanliness inside the venue bar at all times and to keep the bar sufficiently stocked during the function.

To undertake secure and accurate handling of all monies in keeping with the Council's financial regulations.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.



## Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

## Organisation:

This role reports to the  Corn Exchange Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

## Working Style:

FIXED - The post holder will be permanently based at one of the Council's venues, such as the Corn Exchange, or Medway Theatre, although they may be expected to work at any location across Medway.

# Person Specification

All criteria at level A are considered essential unless stated otherwise.

## Qualifications

### Level A

GCSE grade 4-9 (A-C) in English and Maths

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## Knowledge

### Level A

Knowledge of Licensing regulations

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## Experience

### Level A

Experience of working in a customer facing environment

Previous experience of working within a function/hospitality setting is an advantage

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## Skills

### Level A

Ability to understand written and verbal instructions and follow procedures

Ability to solve simple problems and take action accordingly

Comprehensive understanding of the importance of customer care

Ability to follow instructions related to the tasks required

Ability to carry out tasks and/or advise on operational procedures, which impact on the health, safety and wellbeing of people

Ability to explain straight forward tasks to others where required

Ability to handle and process cash/documentation relating to considerable financial amounts accurately.