



## **Job Description**

### **Bar Staff**

#### **The Stoller Hall and Chetham's School of Music**

**Responsible To:** Bar Manager & Deputy General Manager, The Stoller Hall

**Hours of work:** Flexible shift-based role

#### **Role:**

- To be an ambassador for Chetham's and The Stoller Hall, a first point of contact for all visitors, providing a world class customer experience;
- Interact with customers in an open, welcoming and friendly manner;
- Take orders, preparing and serving drinks and occasionally food items
- Keep the bar clean, tidy and well stocked, washing and collecting glasses;
- Maintain high standards of hygiene, health and safety;
- To understand emergency procedures and ensure the safe evacuation of the public in the event of an emergency;
- To take responsibility for keeping up to date with the events programme at The Stoller Hall and Chetham's;
- To be responsible for the secure and accurate keeping of money and bar stock;
- To operate EPOS (Electronic Point of Sales) and related software;
- To actively upsell interval drink pre-orders in order to minimise queue times;
- To follow existing cash handling and sales procedures;
- To take instruction and duties from the General Manager and Bar Manager;
- Attend required training and apply learning in role;
- Any other duties as required.

## Person Specification:

### Essential

- Previous experience working in a bar;
- Highly motivated team player who can demonstrate a genuine passion and belief in creating and providing an exceptional customer experience;
- Identifying customer service problems or issues before they arise ;
- A well organised approach to work, actions tasks set by Managers and customer requests efficiently and effectively;
- Ability to remain calm during busy periods;
- Quickly adapts to new information and situations with a flexible approach to work;
- A strong positive team player, with excellent communication skills;
- Excellent time keeping skills with a committed and responsible attitude;
- A smart, well-groomed appearance.

### Desirable

- GCSEs (or equivalent) at grades A\* - C;
- Knowledge of and passion for music and the arts.

## Child Protection and Safeguarding Children:

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at [www.chethams.com](http://www.chethams.com)) at all times.

If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name .....

Employee's signature .....

Date .....