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ARC

Stockton Arts Centre

September 2021

Dear Applicant

No 60 Bar Assistant

Thank you for requesting an application pack for the No 60 Bar Assistant role here at ARC. This pack includes:

- Job description and person specification

You can find out more about ARC and its programme of events and activities, including its work with artists, by visiting our website, www.arconline.co.uk

No 60 is ARC's café bar and catering operation. The team at No 60 can be found behind the bar serving drinks at busy events, serving food and teas and coffees throughout the day and evening, and providing catering for a range of individuals and organisations that hire spaces in the venue. We're committed to providing a great experience to everyone who pays us a visit.

ARC is striving to be an equal opportunities employer. We welcome applications from Black and minority ethnic and disabled candidates who are currently under represented in our organisation. We offer a flexible and supportive working environment, value experience as well as skills and qualifications and aim to ensure everyone in the organisation is aware of our equality and diversity commitments.

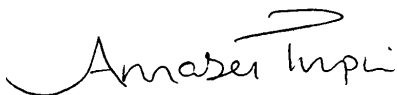
The deadline for applications is **10.00am on Monday 27 September 2021**. Please submit your CV and ARC's Pre Interview pack by email to recruitment@arconline.co.uk. If you need to submit your CV in an alternative accessible format please contact us in advance so that we know to expect it.

Informal chats will be held on Tuesday 5 October 2021. Please indicate on your application if you are not able to make this date, and also let us know if you have any access requirements for the day.

Please note that whilst we will acknowledge receipt of your application, due to the high number of applications received for positions at ARC, we are unable to respond to them individually. If you have not been contacted by Friday 1 October, please assume you have not been shortlisted.

I hope you decide to apply and look forward to receiving your application.

Best wishes



Annabel Turpin
Chief Executive
T: 01642 525181 E: annabel.turpin@arconline.co.uk



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

ARC

Stockton Arts Centre

No 60 Bar Assistant Job Description

| | |
|-----------------------------|---|
| Job Title: | No 60 Bar Assistant |
| Hours: | Part time, required to work on a flexible basis during daytime, evening and weekends as required by ARC's programme. The nature of the post dictates that a high proportion of these will fall at evenings and on Saturdays. |
| Contract type: | Zero hour |
| Hourly Rate: | £8.91 per hour |
| Based at: | ARC, Stockton on Tees |
| Reporting to: | Catering Manager |
| Holiday entitlement: | 12.06% of hours worked |

Job Purpose:

To provide a high quality food and drink service to ARC's customers as directed by the Catering Manager.

To take customer orders and serve and sell food and drink, while ensuring a friendly, welcoming and inclusive atmosphere.

To work with other staff to ensure all visitors to ARC receive high standards of customer service.

Key duties and responsibilities:

1. To provide a confident and efficient customer service and to ensure the environment is welcoming at No 60, presentable and safe at all times.
2. To serve customers with food, drinks, alcoholic beverages and other products.
3. To process sales through the till, taking money and issuing change.

4. To maintain high levels of accuracy and security while carrying out cash handling procedures.
5. To set up and clean the tables and counter, clear crockery, use the dishwasher and put away clean crockery, cutlery and equipment.
6. To develop and maintain a good knowledge of the products on offer and to advise customers on their choices.
7. To assist with refreshments at private functions and at other points of sale when necessary.
8. To be available to work daytime, evenings and weekends on an agreed rota.
9. To ensure daily checks and opening and closing procedures are carried out as instructed and that all food hygiene and health and safety procedures are followed.
10. To ensure that alcohol is sold according to the Licensing Act 2003.
11. To maintain high levels of personal hygiene and a professional appearance.
12. To be a full team member within the department and contribute to the life of the organisation as a whole.
13. To act in accordance with ARC's policies including its Safeguarding Policy, Health and Safety Policy and Equal Opportunities Policy.
14. To undertake any training as required by ARC.
15. To undertake any other duties as may be required as part of the role.



Stockton Arts Centre

No 60 Bar Assistant Person Specification

NB All applicants must be aged 18 or over

| 1 Skills & Abilities | | |
|---------------------------------|---|-----------|
| 1.1 | High levels of numeracy and accuracy | Essential |
| 1.2 | High standards of customer care | Essential |
| 1.3 | Ability to work diligently | Essential |
| 2. Experience | | |
| 2.1 | Previous experience working in a bar, including cash-handling experience | Desirable |
| 2.2 | Previous experience of table service | Desirable |
| 3. Knowledge | | |
| 3.1 | Knowledge of the arts, culture or leisure industries | Desirable |
| 4. Attitude | | |
| 4.1 | Highly motivated with passion for delivering a positive customer experience | Essential |
| 4.2 | Enjoys a busy working environment and is able to manage workload whilst meeting deadlines | Essential |
| 4.3 | Able to communicate effectively, verbally and in writing, with people of all ages and backgrounds | Essential |
| 4.4 | Highly organised, committed, efficient, flexible and adaptable in their approach to work | Essential |
| 4.5 | Available to work irregular hours and at short notice | Essential |