

# ARC

Stockton Arts Centre



**No 60 Bar Assistant**

**Application Pack  
July 2022**

## Introduction

Hello

Firstly, thank you for taking the time to look at this application pack. We hope it contains all the information you need to help you decide whether to apply. There are opportunities to find out more and ask questions, which you can read about below.

ARC is a fantastic place to work, but you don't have to take my word for it. You can hear other staff talking about working here in these [short videos](#).



We offer a flexible and supportive working environment, value experience as well as skills and qualifications and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us.

Best wishes

A handwritten signature in black ink that reads "Annabel Turpin". The signature is fluid and cursive.

Annabel Turpin  
Chief Executive & Artistic Director

## The No 60 Team

It's my job to manage the No 60 team, and I am looking forward to adding to my team.

Our role is to provide catering and bar service to customers, whether they are individuals attending live events, classes and workshops or groups that have hired spaces within ARC for meetings and private functions. Our aim is to ensure that all of our customers receive excellent customer service and leave ARC with a positive view of our products and the service they have received.

Our team is made up of three permanent staff and a number of casual staff that provide the flexibility to cater for a wide range of events and activities.

If you decide to apply and are appointed, I'll be there to help you settle in and one of our permanent team will train you up on all elements of the service we offer. We work closely with other teams within ARC, so you'll soon get to know people and see how we work as an organisation.

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

Cheryl Carter  
Catering Manager

## More about ARC



ARC is a charity that uses arts and cultural activity to support our local community.

We work locally, in Stockton and the Tees Valley, and nationally, through our leadership of networks and partnerships.

We have events and activities going on all year round for everyone. These include live performances, film screenings, workshops and classes. We are particularly keen that people who might feel that the arts isn't for them are able to take part.

Our work brings people together so we can all better understand and enjoy the world and experience new ideas.

We invite lots of different artists to spend time creating new work at ARC, working with local people, to make sure that what we present is relevant to Stockton.

We want to make a positive difference to our local community. We are always interested in working with new people.

### **Vision**

We believe the world is a better place when people understand each other.

We recognise that the world is dominated by the stories, views and ideas of a very small group of people. ARC uses arts and cultural activity to support different people to share their stories and ensure they are heard.

This creates better connections across communities which support people to raise their aspirations, achieve their potential and enhance their experience of the world.

### **Mission**

ARC is an organisation working from its venue to enhance the wellbeing of the whole community of Stockton and the Tees Valley, through arts and creative activity, through widening opportunities to experience and participate in the arts, and through partnership with other organisations.





## Aims

1. To make an important contribution to the social and economic regeneration of Stockton and the Tees Valley
2. To present an outstanding creative programme that is contemporary and relevant to our communities
3. To increase the number and range of people engaging with ARC
4. To support and develop artists and creative practitioners to create excellent work relevant to our communities
5. To support and develop a cultural workforce to support our ambitions
6. To realise the creative potential of our local communities
7. To increase our financial and organisational resilience and ability to adapt to economic, environmental and societal change
8. To act as a catalyst for partnership and collaboration between public, private and voluntary sector organisations
9. To act as a national and international leader in organisational sustainability, sector development, artistic practice and social impact

## Job Description

|                             |   |
|-----------------------------|---|
| <b>Job title:</b>           | No 60 Bar Assistant   |
| <b>Hours:</b>               | 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 at weekends     |
| <b>Salary:</b>              | £9.50 per hour  |
| <b>Based at:</b>            | ARC, Stockton on Tees   |
| <b>Contract type:</b>       | Zero Hours Casual   |
| <b>Reporting to:</b>        | Catering Manager  |
| <b>Holiday entitlement:</b> | 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 responsibilities

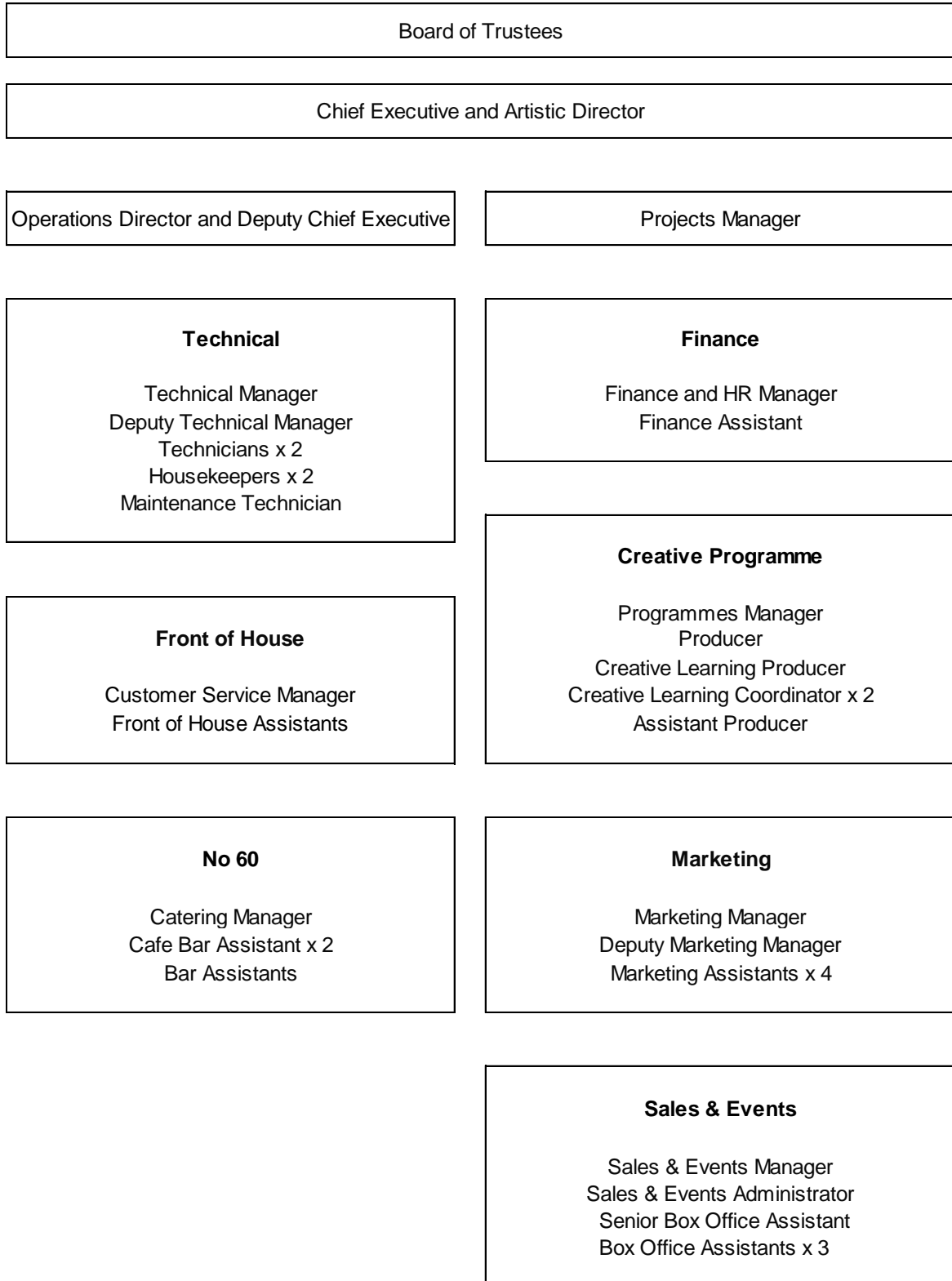
1. To provide a confident and efficient customer service and to ensure the environment is welcoming at No 60, presentable and safe at all times.
2. To serve customers with food, drinks, alcoholic beverages and other products.
3. To process sales through the till, processing card sales and taking money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

## Person Specification

| <b>1. Skill &amp; abilities</b> |  |           |
|---------------------------------|--|-----------|
| 1.1                             | High levels of numeracy and accuracy   | Desirable |
| 1.2                             | High standards of customer care  | Essential |
| 1.3                             | Ability to work diligently   | Essential |
| <b>2. Experience</b>            |  |           |
| 2.1                             | Previous experience working in a bar, including cash-handling experience                                   | Desirable |
| 2.2                             | Previous experience of table service   | Desirable |
| <b>3. Attitude</b>              |  |           |
| 3.1                             | Highly motivated with passion for delivering a positive customer experience                                | Essential |
| 3.2                             | Enjoys a busy working environment and is able maintain high standards while managing high customer demand. | Essential |
| 3.3                             | Able to communicate effectively with people of all ages and backgrounds                                    | Essential |
| 3.4                             | Highly organised, committed, efficient, flexible and adaptable in their approach to work                   | Essential |
| 3.5                             | Available to work irregular hours and at short notice  | Desirable |

## Organisational Structure



To view our full list of staff members, visit our website [here](#).



## **How to apply**

If you would like to apply for the job, please [complete an equality monitoring form via SurveyMonkey](#) and email your CV to [recruitment@arconline.co.uk](mailto:recruitment@arconline.co.uk).

## **Access requirements**

If you have any access requirements in terms of submitting an application or attending an interview, please let us know. We aim to meet everyone's access requirements.

If you need to submit your application in a different format (eg. as a video or audio file or as a hard copy), please let us know in advance so we can look out for it.

## **Selection Process**

### **Shortlisting**

Once the application deadline has passed, all applications will be read by a recruitment panel which typically consists of three people - the line manager for the role and two colleagues, although sometimes external advisors are involved.

Applications are considered by the panel, with those that demonstrate they meet the person specification being judged as eligible.

### **Informal Chats**

Informal Chats are generally held in person at ARC. You will be given details in advance but usually you will be invited to meet with the interview panel for 20 - 30 mins. All candidates are asked the same set of questions, which are shared in advance. You will be given the opportunity to ask questions during the chat, although please don't feel that you have to. The purpose of the informal chat is for us to get to know you, and vice versa so we always see it as a two-way process – it is an opportunity for you to decide whether working at ARC is right for you as well as for us to see whether you would be a good fit for the job.

### **Informing you of our decision**

We generally let people know the outcome of the process by email as soon after the interview as possible but usually within a week.

## **Data Protection**

We are required to have a Candidate Privacy Policy to allow us to inform potential candidates of how ARC will collect, store and process their personal data submitted as part of the application process.

ARC will collect, store and process all data submitted as part of the recruitment process for this post in accordance with its responsibilities as the data controller as defined by the General Data Protection Regulation (GDPR).

The length of time that ARC retains submitted applications will depend on which stage of the recruitment process the candidate reaches.

- For candidates who are unsuccessful at the first stage ARC will retain submitted applications for the duration of the recruitment period of the named post.
- For candidates who attend an interview but are unsuccessful at this stage ARC will retain applications for a period of six months from the date that the candidate is informed that they have been unsuccessful.
- For successful candidates ARC will retain applications as part of their HR record in accordance with the terms set out in ARC's staff privacy policy.

ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR in order to be able to demonstrate that it operates a fair and transparent recruitment process in the event that a dispute arises.

ARC will retain submitted equality and diversity monitoring information indefinitely. This data is held as part of an anonymous record which ARC uses to monitor equality and diversity information

about applications for advertised vacancies on a regular basis. ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR.

Candidates can object to ARC's processing of their data at any time. If you would like to submit an objection please contact [recruitment@arconline.co.uk](mailto:recruitment@arconline.co.uk). ARC will respond to all objection requests within one calendar month as required by the GDPR.