







Job Title	Casual Bar Assistant
Job Level	TBC
Location	Forest Arts Centre
Workstream	Culture Hubs
Function	Front of House
Line Manager	General Manager
People Leadership	N/A
Diversity & Inclusion	
We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose	
Working under the guidance of the Duty Manager, assisting in the smooth running of our bar area to deliver a high standard of service and customer satisfaction.	
Responsibilities	
<ul style="list-style-type: none"> • Deliver the highest standards of customer service at all times, contributing to an excellent visitor experience within our venues. • Provide a professional and friendly welcome to all our customers ensuring that all customer requests and queries are responded to promptly and effectively • Serve alcoholic and non-alcoholic beverages and snacks, ensuring that products are prepared and presented to the highest standards and in line with all relevant Food Hygiene and licensing regulations. • Check identification to ensure customers are of legal age to purchase alcohol • Operate Epos Cash Tills systems, ensuring compliance with the trust's cash handling policies and financial procedures. • Responsible for keeping the bar area clean and tidy at all times, ensuring that the bar is ready to open and clean at the end of shift and undertaking weekly cleaning tasks as required. • Monitor and restock bar in accordance with stock rotation policy • Follow operating procedures and comply with all necessary Health & Safety guidance, undertaking the appropriate training to open our venues to the public and carry out the role safely. • Support any other duties as required. 	
Experience, Skills and Qualifications:	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Experience working within a customer lead environment • An excellent communicator, who enjoys face to face interactions and meeting new people • Experience of accurate cash handling • Able to work quickly and efficiently at peak times such as performance intervals • Experience of working as part of a team 	
<u>Desirable:</u>	
<ul style="list-style-type: none"> • Previous experience of working in a bar or customer facing role would be preferred but not essential • A good product knowledge of wines, spirits and beers would be beneficial 	

<p>Delivering Results and Meeting Customer Expectations</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals. 	<p>Following Instructions and Procedures</p> <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules • Arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role
<p>Working with People</p> <ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others • Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses 	<p>Coping with Pressure and Setbacks</p> <ul style="list-style-type: none"> • Works productively in a pressurised environment • Keeps emotions under control during difficult situations • Handles criticism well and learns from it • Balances the demands of a work life and a personal life • Maintains a positive outlook at work
<p>Adapting and Responding to Change</p> <ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows an interest in new experiences • Deals with ambiguity, making positive use of the opportunities it presents 	<p>Relating and Networking</p> <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others

Values		
 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:	John Creedy	Date:	Sept 2021
People Team Review by:	Kirsty Sinclair	Date:	October 2021