



Bar Supervisor
Start date: December 2024



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About us

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

More than half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Today Sadler's Wells consists of the Sadler's Wells Theatre (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' colleagues.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Coming soon...

Our fourth venue Sadler's Wells East will open in 2024 in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London.

Sadler's Wells' new space will house a 550-seat mid-scale theatre, as well as facilities for the Rose Choreographic School and Academy Breakin' Convention.

Our Values

COLLABORATION



- We are encouraging and supportive
- We work as one collective team
- We listen and empower every voice
- We seek and value diversity of thought and experience
- We pool our knowledge, resources and creativity
- We create opportunities to work strategically and in partnership

EXCELLENCE



- We are ambitious and driven
- We make and share meaningful, exciting and impactful dance
- We do the best we can each day
- We continuously learn and develop our skills
- We operate sustainably by managing our resources effectively
- We hold each other accountable

INCLUSION



- We are brave and kind
- We create a safe place so colleagues can bring their full selves to work
- We celebrate and respect our differences
- We remove barriers to access or equality
- We actively address all forms of discrimination
- We engage and reflect the diverse communities we are part of

INNOVATION



- We are curious and bold
- We find a better way in the every day
- We challenge and question why, and why not
- We take creative and calculated risks
- We cultivate ideas, try new things and embrace change
- We learn and grow from our mistakes and successes

The Department

The Catering & Events Department is responsible for external hire of the venue and for delivering all food and drink services throughout Sadler's Wells and The Peacock Theatre to create memorable events, with the focus on maximising profit and excellent customer experience. We are expanding with an additional venue at Sadler's Wells East that will host a café, bar and events.

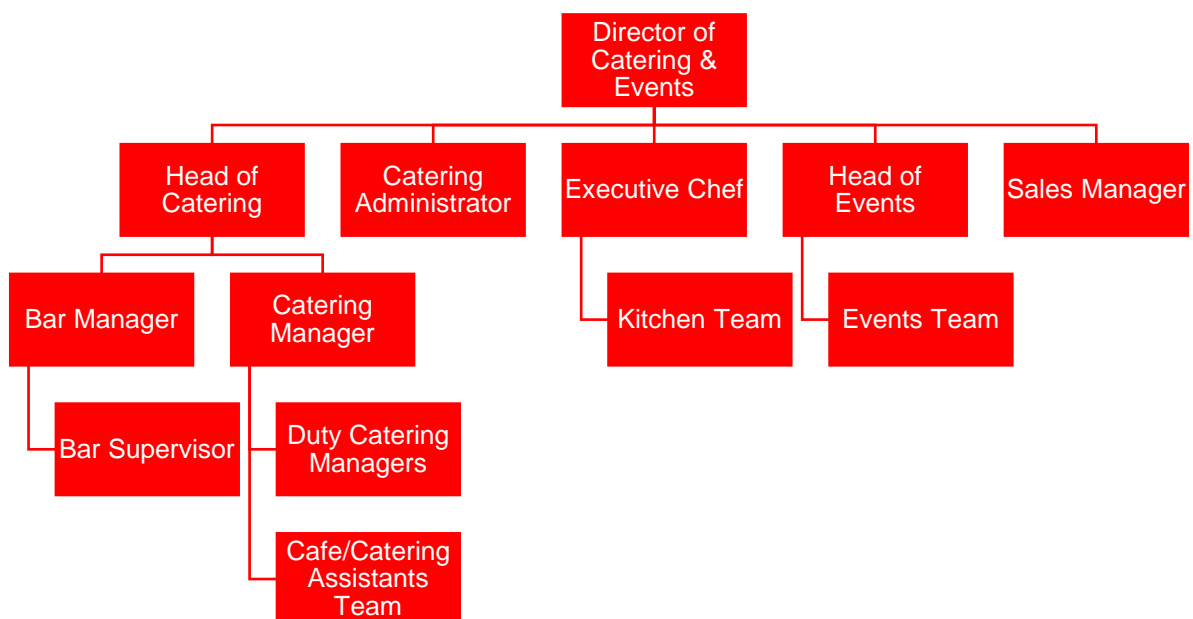
Current offering:

- The Fox Garden Court offers a fresh seasonal menu including hot dishes, fresh salads, selection of sandwiches, pastries, artisan coffee and cakes prepared on site.
- Our bars at Sadler's Wells and the Peacock serve a selection of drinks, sandwiches, snacks, and tea and coffee.
- For events, we offer a range of spaces and catering options, from canapes and bowl food to corporate breakfasts, lunches, and dinners.

Upcoming offer at Sadler's Wells East:

- Two retail outlets (The Well, and Park Kitchen & Bar) and events spaces available for external hire.
- The Well is a daytime café, turning into a theatre bar in the evening, with a fresh seasonal menu of hot dishes, fresh salads, sandwiches, pastries and homemade bakery.
- Park Kitchen & Bar is a larger bar with 80 – 100 covers, with a menu that is current, on trend and playful, a majority of which will be produced in house.
- For events, as above we'll offer a range of spaces and catering options, from canapes and bowl food to corporate breakfasts, lunches, and dinners.

The existing department structure is below. In light of the site at Sadler's Wells East, the department structure will change and grow. The Bar Supervisor will be a key part in the opening of this offering at Sadler's Wells East.



The Role

The Bar Supervisor will play a key role in the department. They will support the Bar Manager in running the smooth operation of bar and front of house catering operation at Sadler's Wells East, with the aim of driving profit whilst ensuring excellent service throughout.

The purpose of the role is to:

- Support and assist the Bar Manager.
- Work collaboratively with the Bar Manager to maintain a high performing, motivated front of house catering and bar team, to ensure efficient day-to-day operations.
- Support the Bar Manager in driving sales and streamlining operations to maximise profit.
- Take a proactive, detailed approach to food safety and health and safety (H&S) to ensure compliance.
- Support operations at other sites as and when required.

What are my responsibilities?

Team Management

- Supervise and lead the bar and front of house catering teams, working closely with the Bar Manager and management teams across all venues, ensuring cohesion, quality and efficiency.
- Assist in recruitment, inductions, line management and help to develop staff, establishing a high performing, motivated and commercially minded team.
- Support the implementation of training, ensuring compliance, improved service levels and profitability.
- Rota and absence management to ensure staffing levels are sufficient in the absence of the Bar Manager.
- Follow, observe and feedback on processes and systems to ensure the most efficient and cost-effective delivery.
- Work closely with other teams to ensure a cohesive solution focused service.
- Collate and share customers feedback, to ensure improvements can be made, where required.
- Deputise for Bar Manager as required.

Financial Management

- Be aware of financial targets and consistently strive to achieve them.
- Support till system management.
- Cashing up and till reconciliation.

Sales and Marketing / Business Development

- Contribute positive ideas that can drive and bolster business.

Operations

- Smooth and efficient day-to-day operations and 'customer facing' services ensuring system compliance with focus on Sadler's Wells East.
- Promote high standards of service, conduct and professionalism in the team.

Creative

- Assist with creation and design of drinks offer with the focus on Sadler's Wells East.
- Assist with regular offer review and compare with competitors to stay on trend.

Health & Safety / Food Safety

- Ensure H&S and Food Safety are adhered to ensure compliance.
- Ensure team are well trained and aware of all processes.
- Ensure that all catering equipment is maintained, serviced and kept clean fit for purpose.
- Report any failure or breakage of equipment so repairs or replacements can be arranged.

Communication

- Ensure there is proactive and positive communication with customers and clients internally and externally.

- Monitor staff performance, provide feedback, motivate and train.

General

- Live, breathe and role model our organisational values of Excellence, Collaboration, Inclusion and Innovation, being aware of the influence and impact you can have in Sadler's Wells.
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours.
- Undertake other duties as may be reasonably required.
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion, Safeguarding and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premise.

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

Who should apply?

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Skills and Experience

Essential

- Experience working in a busy bar environment.
- Strong team player with excellent people skills, able to supervise and motivate a high performing team.
- Organised, with good planning skills
- Ability to manage and motivate a team in alignment with our values.
- A good understanding of Food Safety and Health & Safety.
- Knowledge of licensing legislation.
- Be able to work to high standards under pressure, maintaining attention to detail.
- Level-headed, sensible, trustworthy and reliable.
- A passion for hospitality.
- Interest in current drinks trends.
- Ability to respond to change positively, with a solution-focussed and proactive in problem solving approach to work.
- Must hold the right to work in the UK.

Additional, but not essential

- Experience in working within a Theatre, Arts or Entertainment Venue environment in a bar supervisory role.

If you don't have everything listed here, but believe you have demonstrable experience to take into consideration, please apply. We are aware every applicant will have strengths and development areas to accommodate, and we are open to discussions around how we can support the postholder.

Why work for us?

You will be a key part of our mission to make and share dance that inspires us all and delivering our vision to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

- You will be offered a salary of £32,000 per annum based on a 45 hour working week, inclusive of meal breaks.
- You will get 25 days annual leave per holiday year, with an additional three days after five years' service
- You will be enrolled into the Sadler's Wells Trust Ltd. pension scheme
- Additional pay for parental and family leave subject to eligibility
- You will have access to our Employee Assistance Programme (EAP) to support your wellbeing
- You will engage in learning and project opportunities to develop personally and professionally, and support your career journey
- You can access an interest-free Season Ticket Loan and a Cycle to Work salary sacrifice scheme
- You will be eligible for a death in service insurance policy covering twice your annual salary
- You will be encouraged to attend performances at both theatres with a discretionary allocation of tickets to employees (subject to availability), and a Sadler's Wells colleague discount at the Garden Court Café
- We welcome everyone through our doors and encourage and enable people to be the best versions of themselves and to feel confident and capable in their roles
- We embrace a blend between home and office working, and we welcome a conversation about flexible working and your needs
- We celebrate diversity in the dance we share and showcase, and in our workplace. We are working hard to be more inclusive and increasing access both on stage and off and have a number of commitments to make lasting changes in the way we work.

Making an application

A Job Description and Person Specification are included in this document. If after reading you are still interested in applying, please find further details and information on how to apply [here](#).

If you would like support or have any queries regarding the format or submission of the application, please contact us on recruitment@sadlerswells.com.

Sadler's Wells welcomes applications from people from all backgrounds, who feel they align with our mission, vision and values. It is important to us that representation continues within our team and we encourage applications from people from black and global majority ethnic minorities.

We are proud to be a Disability Confident employer, meaning we have been certified by the government as actively taking steps to attract, recruit and retain disabled workers. We understand that some disabled colleagues will need adjustments to help them perform to the best of their ability – these can be changes to the built environment and furniture, the tools and technology they use in doing their job, aspects of the role, ongoing support or working arrangements.

Sadler's Wells is a PiPA (Parents and Carers in Performing Arts) Charter Partner, striving towards creating a more family friendly working environment.

This is an ongoing vacancy and we aim to contact candidates on an ad-hoc basis. Once a suitable candidate is appointed, this vacancy will close without further notice.