

# Saffron Hall



## Recruitment Pack **Bar Supervisor**



# About Saffron Music Trust (SMT)

Saffron Hall is one of the UK's leading concert venues, renowned for its exceptional acoustics, inspiring programme and warm welcome. Each year we present an outstanding programme of world-class classical music alongside jazz, folk, contemporary music, comedy, talks and community events, welcoming internationally acclaimed artists and thousands of visitors from across the region and beyond.

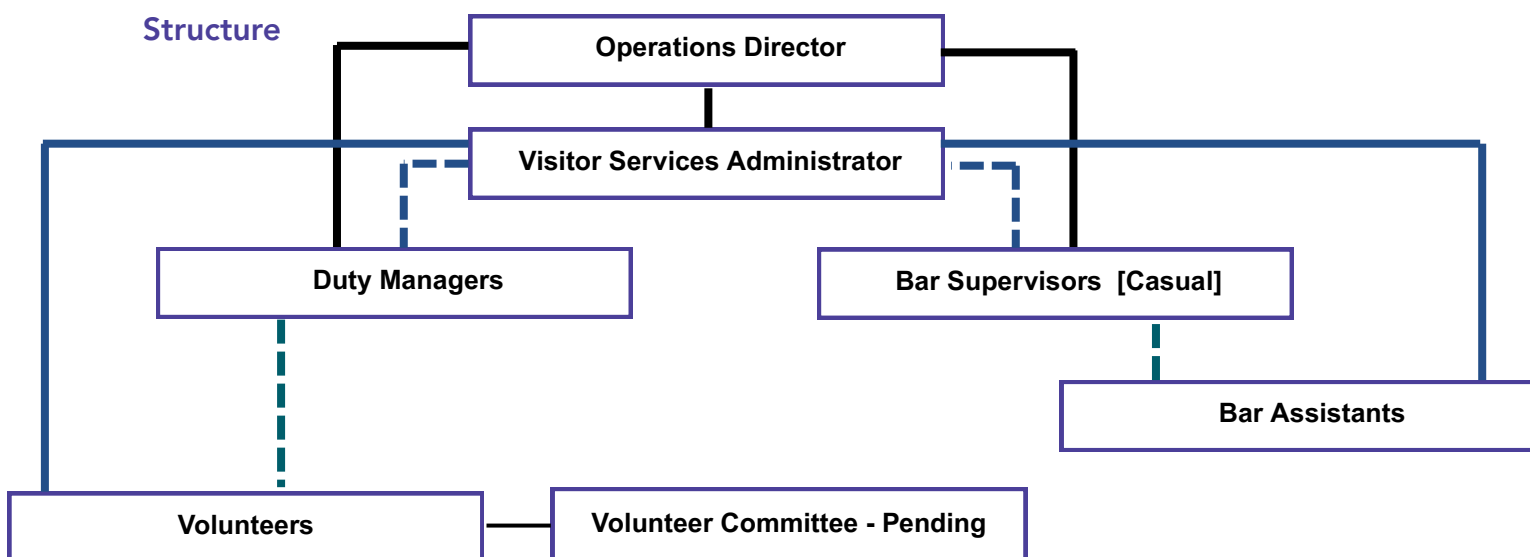
We are looking for an experienced, proactive and personable Bar Supervisor to join our friendly team. This is a casual hours role at the heart of our visitor services operation, managing the smooth delivery of bar operations at our events. If you enjoy working in a busy environment, take pride in exceptional organisation and communication, and want to help create memorable experiences for audiences at one of the country's most respected performance venues, we would love to hear from you.



# About the Visitor Services Department

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## Structure



— = Directly managed by  
-.-.- = Managed by on events or responsible for coordination of roles

## Overall Duty and Responsibility

The Visitor Services Department's main focus is to ensure that each and every visitor to Saffron Hall has a truly positive and memorable experience; so much so, they wish to come back time and time again.

As members of the Visitor Services Department, you are often the first people the audience interacts with at an event. First impressions are key and it is therefore imperative that members of the this team understand that they are an ambassador of Saffron Music Trust.

Exceptional customer services skills are imperative and you should feel passionately about delivering these.



# Full Job Details

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|                                  |                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position:</b>                 | Bar Supervisor                                                                                                                                                                                                                                                                                                                                                |
| <b>Department:</b>               | Visitor Services / Operations                                                                                                                                                                                                                                                                                                                                 |
| <b>Location:</b>                 | Saffron Walden, Essex                                                                                                                                                                                                                                                                                                                                         |
| <b>Reporting to:</b>             | Visitor Services Administrator                                                                                                                                                                                                                                                                                                                                |
| <b>Position Type:</b>            | Casual staff                                                                                                                                                                                                                                                                                                                                                  |
| <b>Hours:</b>                    | <p>Casual hours (including evening and weekends)<br/>Typically, 5-to-6-hour shifts on concert &amp; event days.</p> <p>The majority of our events take place Friday to Sunday; however, the occasional weekday is required.</p> <p>Due to the nature of our programmed 'seasons', we are generally quieter over the summer and again in January/February.</p> |
| <b>Salary:</b>                   | £16.50/hr plus holiday pay                                                                                                                                                                                                                                                                                                                                    |
| <b>Deadline for application:</b> | Friday 28 August, 5pm                                                                                                                                                                                                                                                                                                                                         |
| <b>DBS Checking:</b>             | This appointment might be subject to an enhanced Disclosure and Barring Service check. Saffron Music Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.                                                                                                 |
| <b>HR Contact:</b>               | Applications accepted by email only:<br>Subject Line: Bar Supervisor<br><a href="mailto:HR@saffronhall.com">HR@saffronhall.com</a>                                                                                                                                                                                                                            |

# Bar Supervisor

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## Job Purpose:

Reporting to the Visitor Services Administrator of Saffron Hall, the Bar Supervisor is responsible on shift, for the organisation and delivery of the bar/catering services at Saffron Hall concerts & events.

## **Principal Accountabilities:**

- Manage the Bar team throughout your shift.
- Trouble-shoot and smooth issues relating to the successful execution of the bar operation at concerts & events.
- Cashing up and money management.
- Maintain the areas in all aspects of hygiene and health and safety.
- Set up and pack down of the bar, hospitality, and reception areas.
- Ensure the bar is properly stocked according to anticipated business volumes and take regular stock takes.
- Maintain procedures to ensure all stock is effectively rotated in line with expiry dates, actively moving stock where needed.
- Assist the Visitor Services Administrator to rota staff.
- Promote excellent service and high level of customer care associated with Saffron Hall.
- Undertake all other duties and responsibilities commensurate with the role and level of this job as may be instructed by a manager.



# Bar Supervisor

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## Qualifications:

### Essential

- Experience of working within a bar / hospitality environment.
- Excellent communication and customer service skills.
- Strong organisational skills.
- Enthusiastic attitude.
- Able to work evenings and weekends.
- Display a lead by example attitude.
- Self-motivated and a great team player with a can-do attitude.

### Desirable

- Food handling experience.
- Cash handling experience.

## Skills:

### Essential

- Experience managing a team in a bar service or hospitality environment.
- Ability to work independently and as part of a team following written and verbal instructions.

## Experience:

### Essential

- Demonstrable experience of working within a busy environment.

### Desirable

- Experience of working within an arts setting and/or concert hall environment.
- Experience working in a role requiring volunteer interaction.

# How to apply:

To apply, please send a CV and covering letter addressing how your experience matches the role and personal specification to [HR@saffronhall.com](mailto:HR@saffronhall.com). The cover letter should be no more than one side of A4.

If you need any changes to our application process or would like to apply in a short video, or another format, we would be happy to support you and accommodate this.

If you would like an informal confidential conversation about this job, please contact: [eddie.shelter@saffronhall.com](mailto:eddie.shelter@saffronhall.com).

Saffron Music Trust is an equal opportunities employer. We recruit regardless of race, religion, gender, sexual orientation, age, neurodivergence, or disability status and look to employ from a wide range of backgrounds and experiences. We want to make it possible for everyone to shine during the application process, so if there are any other changes, we could make to accommodate you, please let us know. The deadline for applications is Friday 28 August, 5pm.



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