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## ASSISTANT BAR AND CATERING MANAGER

Job description

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**Department:** Commercial, Content and Partnerships

**Responsible to:** Bar and Catering Manager

**Responsible for:** Bar Hosts

**Contract type:** Full-time, permanent

**Salary:** £29,000 per year pro rata

Level 4 SMT
Level 3 Managers
Level 2 Managers
Level 1 Team members

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### ABOUT WOOLWICH WORKS

Woolwich Works is a multi-million pound cultural hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m<sup>2</sup> former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, community hub, and a beautiful, buzzing café bar. We're home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein, the Acosta Dance Foundation, and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're here to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

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### ABOUT THIS JOB

Our Assistant Bar & Catering Manager will work both in our all-day café bar, the Visitors Book Café, and on the food and drink offerings that we run for events and performances.

They will work closely with the Bar and Catering Manager ensuring the smooth running of our food and drink service. Implementing and supporting the processes put in place by the Bar and Catering Manager, Operations Director and Director. You will work with the team to ensure that food hygiene processes are followed and that the bar and kitchen areas are kept spotlessly clean.

You will be responsible for managing the bar and catering team, recruiting and training the team.

You will work alongside the Bar and Catering Manager managing stock, ensuring stock is rotated and accounted for correctly and accurately. You will be responsible for cashing-up, and for

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## 2 – Assistant Bar and Catering Manager

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ensuring that we're selling and serving alcohol in line with the law, the conditions of our licence and general best practice.

Is this job for you?

We're looking for people who love food and drink, and have a passion for good customer service and a high level of hospitality. You'll need to be able and willing to undertake food hygiene training that we'll provide and to ensure that our kitchen and bar areas are rigorously managed and cleaned in line with it. Working with our Chef and Bar & Catering Manager, you will help us grow our event catering and pop up options in addition to the permanent café and bar.

You'll need to have some experience of supervising staff, and you'll need an eye for detail and an understanding that consistency is key – whether it's a cheese plate or a cocktail, we need you to make sure it's prepared to the same size, style and standard every time.

You'll need to be comfortable using a computer to a basic level to read and write emails, cash up and place orders – and because of that you'll also need to be reasonably good with reading, writing and working with numbers: enough to be able to add up and work out how much of something you'll need to order.

As this role will involve authorising the sale of alcoholic drinks, you need to be over 18 to apply. We'll also want to train you and pay for you to get a Personal Licence which you'll be required to hold in this job.

How to apply

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Please log into our portal <https://apply.woolwich.works/> to upload your CV and cover letter no later than 23.59 on Sunday 14<sup>th</sup> April, 2024 (the 'closing date'). If you can't complete the form electronically, we can arrange an alternative version for posting - please contact us by phone to arrange.

**If you're unable to complete a written application for any reason please either email us or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.**

We aim to give feedback to anybody who requests it but due to the high number of applications we receive it may take us some time to do so. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.



## RESPONSIBILITIES

1. To prepare food and drinks and instruct and supervise others in the preparation of food and drinks, ensuring that items are prepared in accordance with approved specifications and that high quality and consistency is maintained.
2. To ensure a high quality of visitor experience within the bar and catering operation, ensuring staff work in line with the standards set by the Senior Management Team.
3. To manage stock and undertake ordering as required, minimising wastage and shrinkage and ensuring best value for money for the Trust.
4. To be responsible for cashing up and to assist with the management of the EPOS system as instructed by the Bar & Catering Manager.
5. To line manage, supervise and encourage the Bar Hosts and any café work placements.
6. To be responsible for the set up and maintenance of private catering and pop up sales areas for events.
7. To be responsible for the atmosphere, ambience and environment of all bar areas and the café, ensuring that they are consistently presented to the standards set by the Senior Management Team.
8. To proactively drive sales, ensuring that staff consistently follow retail standards set by the Senior Management Team.
9. To be responsible for the day-to-day management of health and safety within the bar and catering operation in line with Woolwich Works' Health and Safety Policy, General Emergency Procedures and Operating Plan and any associated operating procedures or as instructed, including carrying out regular safety checks, acting as a fire marshal and undertaking evacuation and emergency management duties.
10. To induct staff in the responsible sale and service of alcohol and to hold a Personal Licence (training can be provided) and authorise other staff to sell alcohol.
11. To resolve customer issues and problems, escalating promptly to the Bar and Catering Manager or Duty Manager when appropriate.

### General responsibilities

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
2. To act as a first aider, fire marshal or Duty Manager if required by the Head of Operations, Operations Director or Director.



3. To accommodate, support and encourage work experience placements, interns and apprentices.
  4. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
  5. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
  6. To be responsible for undertaking training and development as required to meet the needs of the organisation.
  7. To always act in the best interests of the Trust, and in line with all company policies.
  8. To undertake any other duty in line with the level of the job as may be required.
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## PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

### Essential skills and experience

- Experience of working as a bar tender in a busy environment
- Experience of working as a waiter / running food
- An interest in food and drink and a passion for delivering great service and giving other people a great experience
- A well-presented, positive communicator
- Basic computer skills and confidence
- Passionate about people, communities, diversity and inclusion

### Desirable skills and experience

- Experience of supervising staff
- Experience of using a till system
- Experience of working in a professional kitchen
- First aid trained
- Food Hygiene training
- Personal Licence

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.



## CONDITIONS

Hours:	Typically 40 hours per week on average, scheduled on a flexible rota over five of seven days (including evening and weekend working). This role will include evening, weekend and bank holiday working for which no additional payment will be offered. You'll be expected to work operationally for major events.
Location:	You'll be based in Woolwich, south east London. The exact location will be subject to change during your employment. We may require you to work elsewhere or travel within the UK as part of your job.
Holiday:	Based on a full-time contract (40 hours over five days per week), you will have 25 days' holiday per calendar year plus public holidays (or days off in lieu of public holidays as business needs require).
Probationary period:	Six months
Notice period:	<p>Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one week's notice in writing.</p> <p>Following satisfactory completion of the probationary period, the notice period will be two months.</p>
DBS check:	You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make, or terminate your employment.
References and right to work:	Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.



*From the Royal Borough of Greenwich, for everyone.*

Founder:

