

# Hospitality Team

Casual, Part-time

To start September 2022

## ABOUT ST GEORGE'S BRISTOL

St George's Bristol is one of the UK's leading concert halls, in a typical year welcoming around 120,000 visitors to the building and dozens of artists in a range of music genres and spoken word. We aim to create a diverse and sustainable programme of the world's finest musicians and thinkers, and to provide a vital platform for local amateur creators, as well as supporting the work of practitioners in grassroots, voluntary and learning contexts. We are also a registered charity, and our Learning and Participation programme engages with many children and young people each year through innovative creative projects and partnerships.

To find out more about the work of St George's, please visit - <https://www.stgeorgesbristol.co.uk/about-us/>

To find out more about the team at St George's, please visit – <https://www.stgeorgesbristol.co.uk/about-us/our-team/>

## JOB OUTLINE

The role of Hospitality Team Member is to be part of the hospitality team on shift and provide first class service to the customers of St Georges. The main responsibility comes in serving customers in the café and bar when on duty.

## INCLUSION POLICY

In acknowledgement that some voices are under-represented in the arts, we commit to interview every candidate who identifies as disabled and/or being from a culturally diverse background. If you identify in this way, we would be grateful if you could make this clear in your covering letter. We acknowledge that the term 'culturally diverse background' is imperfect and does not adequately represent all experiences or communities. We use it to refer to the cultural backgrounds which may be termed the Global Majority and/or Black, Asian and Minority Ethnic. We are reviewing the language we use to describe diversity and difference.

## ROLE OUTLINE

- Support the Hospitality Manager in the bar and café operation
- Be part of the hospitality team on shifts in both cafe and bar
- Provide a welcoming space for people to enjoy good food and drink, with great music
- To provide excellent customer service to all customers and to assist in providing a high-quality service throughout the building
- To partake in the cleaning of hospitality areas, adhering to health and safety standards and schedules
- Partake in the cash up of tills & handling money
- Assist in other tasks as requested by the CEO
- Attend regular training on health & safety, company policies and food/drink training
- Deal with any customer queries or complaints while on shift in the appropriate manner
- Partake in basic food preparation as required by the role (training will be given)

## PERSON SPECIFICATION

|                      |  |
|----------------------|--|
| Essential            |  |
| Experience           | Basic bar & café knowledge                                       |
|                      | Customer Service   |
|                      | Cash handling  |
|                      | Manual handling  |
| Knowledge            | Food and drink product range and styles                          |
| Skills and abilities | Great customer service and passionate about hospitality          |
|                      | Methodical, accurate and able to work under pressure             |
|                      | An efficient organiser   |
|                      | Good verbal communication skills                                 |
| Personal qualities   | Enthusiastic, organised, reliable and proactive approach to work |
|                      | Friendly manner and ability to work with a wide range of people  |
|                      | Ability to work as part of a team                                |
|                      | Willing to be flexible in working hours in evenings and weekends |

|                    |   |
|--------------------|---|
| Desirable          |   |
| Experience         | Understanding of basic food preparation             |
|                    | Barista coffee skills                               |
| Knowledge          | Food Safety and Hygiene Qualifications              |
| Personal Qualities | Interest in and understanding of the music industry |

## TERMS & CONDITIONS OF SERVICE

|               |  |
|---------------|--|
| Salary        | £9.90 real living wage hourly rate   |
| Working hours | as per rota<br>Evening and weekend work is integral part of the role<br>Flexibility required to align with venue programme<br>You must legally be able to work in the UK |
| Pension       | St George's Bristol operates a Nest Pension Plan which complies with current legislation.  |
| Benefits      | Staff ticket scheme for complimentary and discounted event tickets, and staff catering discount  |

## APPLICATION

Please complete send a CV and covering letter (or short video) to [recruitment@stgeorgesbristol.co.uk](mailto:recruitment@stgeorgesbristol.co.uk)

Please also complete our anonymous Equal Opportunities monitoring form online at <https://forms.office.com/r/peUjeQczAq>

We are welcoming applications throughout the month of August