



Hello,

Thank you for your interest in the role of Bar and Venue Manager at The Yard Theatre.

Please read all the information provided in this pack. To apply, please submit a completed application form downloaded from the [website](#).

Please email your application to [jack@theyardtheatre.co.uk](mailto:jack@theyardtheatre.co.uk) with the subject heading:

**Bar and Venue Manager application**

Applications must be received no later than **10am on Monday 4<sup>th</sup> September**.

Interviews will take place later that week. Please note in your email any availability issues if you were to be invited to interview.

If you have any questions about the role then please don't hesitate to get in touch. We look forward to reading your application.

Kind regards,

Jack Haynes  
Finance and Operations Manager

## ABOUT THE YARD

In 2011 a group of volunteers, led by Jay Miller, converted a disused warehouse in Hackney Wick into a theatre, bar and kitchen. They called it The Yard. Due to be here for 3 months, we are still here 6 years later.

### Theatre

The Yard provides a safe space for artists to grow new ideas, and for audiences to access outstanding new work. A multi-award winning theatre and described as *“the most important theatre in east London”* (Time Out), The Yard is committed to:

- Discovering and developing new artists.
- Exposing stories from the edges of society.
- Interrogating the process of writing for performance.

In an area buzzing with artists and potential, The Yard has rapidly established itself as a theatrical necessity, with a reputation for upending theatrical traditions, injecting creativity and fearlessness into wider contemporary culture. We've supported artists to produce ambitious new work that communicates contemporary, unheard stories and ideas in new, innovative theatrical forms. Producing bold, politically-charged, unapologetically live new work, our success has led to two transfers to the National Theatre, international tours and partnerships with theatres including the Royal Court and Young Vic. Through our ability to identify artists and inspire new work, The Yard has become a leader in the future of theatre.

***“It's a beacon of exciting, progressive new work in theatre-poor east London and a real model for what a theatre can and should be in the twenty-first century”*** Time Out

### Music and Events

The Yard is fast becoming one of London's most diverse and exciting venues for experiencing new music. We provide a safe, welcoming, open space and platform for events that are organised by and for under-represented groups in London's cultural landscape. Working with nationally renowned and new collectives, we host over 100 music events each year which fill our bar with people dancing until the early hours.

***“Hackney Wick's current go-to spot”*** Time Out

We collaborate and host a diverse and exciting range of promoters, parties and organisations, including some of the biggest brands, from Boiler Room to Brainchild via BBC Azn Network, Gal Dem, Knickerbocker, Whities and more. We also produce and promote events in-house, working with up and coming promoters and some of the industry's leading figures, securing The Yard as a leading space in London for new experiences. Alongside our music programmes, we host a range of events and hires, including weddings, film festivals, concerts and comedy shows.

***“ Easily one of London's best small multi-functional spaces. As well as excellent fringe theatre, the music night programming is always worth checking out”*** Vinyl Factory

### Local

Bordering Tower Hamlets and Hackney, and next to the Olympic Park, The Yard is in a rapidly changing part of the UK. We are a key part of the fabric of Hackney Wick, a recognised and respected grassroots venue that has grown with the community since 2011. In 2016 The Yard was asked by the London Legacy Development Corporation (planning authority) to manage neighbouring community centre Hub67, built to respond to a resident call-out.

Our local programme is focused on ensuring young people have access to the arts, and using our spaces to bring local residents together. Our aim is to deliver a civic service as a theatre, build community cohesion and ensure The Yard is representative of our diverse locale.

[www.theyardtheatre.co.uk](http://www.theyardtheatre.co.uk)

The Yard Theatre Ltd, Unit 2a Queens Yard, White Post Lane, Hackney Wick, London, E9 5EN.

Registered in England No. 7664276

Registered Charity No. 1144028

VAT Registration No. 202970724

## **BAR & VENUE MANAGER** **JOB DESCRIPTION**

The bar and kitchen are central to The Yard experience. People come to enjoy a drink and a meal before a show, stay to dance to great music till late, and come back for brunch on Sunday. We are looking for someone with a keen interest in The Yard who will deliver an outstanding experience for all visitors to The Yard, and will use their ideas to grow the bar and kitchen offer.

The Bar and Venue Manager will play a vital role in generating more than £350k of income in the fully owned trading subsidiary, The Yard Enterprises Ltd. Principally this involves excellent management of the bar and kitchen with a great selection of stock, maintaining a detailed financial understanding of the bar, and ensuring the theatre building functions excellently with a distinct aesthetic. The post-holder will lead a large team to effectively coordinate venue activity and have a keen eye identifying additional income opportunities.

This is a brilliant opportunity for someone who wants to lead a thriving bar in a dynamic, ambitious arts organisation.

**Responsible to:** Finance and Operations Manager

**Responsible for:**

- Assistant Bar and Venue Manager: supports in coordinating bar activity and executing strategies.
- Music and Events Duty Manager: plans and supports the operation of the music and events programme and ensures effective coordination at each event.
- Bar Duty Manager: oversees an efficient and effective Front of House team, ensuring the smooth running of front of house for shows and events.
- Kitchen Resident "Omni Food": delivers excellent food in our kitchen.
- Casual staff: deliver excellent customer service throughout our programme.

**Salary:** £22,000 with the potential to increase following probation.

**Employment Period:** Full time, permanent role subject to probation, commencing late September 2017.

**Hours:** Hours will vary with the programme and will be a balance of working office hours, 10am-6pm, and overseeing effective operation during opening hours: theatre, 6pm-11pm; music, 10pm-3/4/5am. Weekend work will occasionally be required.

**Annual Leave:** 20 days per annum pro rata plus public holidays.

**Probationary Period:** 6 months

**Benefits:**

- Complimentary ticket for all performances (all members of the team are encouraged to contribute to the artistic life of the venue).
- Discounted meal and drinks.
- Bike loan/travelcard loan scheme available after probation.
- One extra holiday day for every full year worked.

**Equal Opportunities**

The Yard is an equal opportunities employer. We're working hard to make sure all aspects of our theatre are representative of the world we live in. We are also committed to meeting all access requirements, just let us know what you need.

## **Key Responsibilities**

### **Bar:**

- Establish an efficient and effective bar service able to adapt to the different programme requirements.
- Create an environment that ensures customers are served quality drinks in a fast-paced bar.
- Oversee the recruitment, training and development of supervisors and casual staff.
- Ensure all staff are fully briefed about products, menus, offers, The Yard's programme and are able to communicate these effectively to customers.
- Ensure good relationships with security teams and standards of service are maintained.

### **Stock and supplies:**

- Ensure our product offering has a quality and diversity consistent with customer expectations and The Yard's brand.
- Maintain good relationships with existing suppliers (Trumans, Kicking Horse, Matthew Clark, Catalyst Brands) and foster new relationships to keep products fresh.
- Maximise financial potential through effective stock tracking and waste reduction.

### **Venue:**

- Lead in the setting and maintenance of venue aesthetics to provide a welcoming atmosphere for customers.
- Oversee the maintenance and cleanliness of the venue and equipment through shared management and training of the Bar and Venue staff and cleaner.
- Ensure all licensing, Health and Safety, Environmental Health and other appropriate regulations are complied with at all times.
- Work with all staff to ensure the venue is secure at all times.
- Act as Fire Marshal, training all Bar and Venue staff and ensuring every precaution is made to avoid fire.

### **Kitchen:**

- Recruit and develop the Kitchen Resident relationship as appropriate.
- Work with the Kitchen Resident to ensure a high standard of food to complement the bar offer and Yard brand.
- Work with the Kitchen Resident and Marketing Manager to promote the food offer.
- Ensure a high standard of food hygiene is maintained in the kitchen and service areas.

### **Finance and income:**

- Recognise opportunities for maximising income through the creation of additional bar opening times and work with the Marketing Manager to promote the bar and kitchen.
- Lead in the creation of accurate financial reports for discussion with the Finance and Operations Manager and Executive Director.
- Utilise financial information to make and act swiftly on decisions that will improve profitability.
- Ensure financial procedures are carried out correctly, fully and to the required standards, taking responsibility for the secure storage of cash and stock.

### **General:**

- Attend weekly company meetings to share news and developments.
- Act as an ambassador for The Yard by sharing the enthusiasm and passion it represents.
- Always be warm, friendly, professional and approachable.
- Pre-empt what customers need and provide services that meet their requirements, always aiming to exceed expectations.
- Look to find a solution to a problem and focus on the best outcome for the customer.
- Always look for ways to improve The Yard and actively feedback constructive ideas.
- Support your colleagues at all times and be prepared to take on any other reasonable

duty, as required, to ensure the organisation always performs at its best.

## **PERSON SPECIFICATION**

### **Essential:**

- Experience of working within the nighttime economy as a bar team leader or manager.
- Proven leadership skills and the ability to motivate a bar staff team.
- Exceptional customer service skills and a “can-do” attitude.
- Excellent aesthetic sense and experience of making buildings beautiful.
- Excellent financial record-keeping and reporting skills.
- Knowledge of Health & Safety and Environmental Health requirements.
- Good attention to detail.
- Excellent time management.
- Exceptional communication skills.
- Ability to remain calm working in high-pressure environments.
- Ability to work independently and as part of a team.
- Good IT skills including Microsoft Word and Excel.

### **Desirable:**

- An awareness and understanding of the music and theatre programme at The Yard.
- Event management experience.
- Food Hygiene, Fire Marshal, and First Aid training.
- Personal Licence holder.

**This is a guide to the role of the Bar and Venue Manager. Responsibilities are likely to evolve with the post-holder.**