



Welcome, and thanks so much for your interest!

We're excited to be recruiting for the role of **Bartender** for Music and Events at The Yard.

We believe our organisation is most successful when made up of a team with a diversity of backgrounds, experiences, and ideas. Therefore, we are especially keen to hear from candidates who are deaf, neurodiverse and Disabled, and/or are Black or from the global majority. If you identify in any of these ways, there will be a section on the equal opportunities form where you can tell us this in your own words.

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ABOUT THE YARD

The Yard is a place for explosive new theatre. The work we share on our stage, in our bar, and in our community centres, communicates stories and ideas from the heart of our society, bridging classical theatre and new live artforms, from cabaret to performance to music to dancing.

On our stage we have produced a wide range of highly-acclaimed shows, from *This Beautiful Future* (★★★★★ “Mesmerising” - The Stage) to *Buggy Baby* (★★★★★ “Extraordinary” - Whatsonstage). We have co-produced with some of the most exciting companies making work right now, like Rash Dash’s take on Chekhov’s *Three Sisters* (★★★★★ “Gloriously playful” - The Guardian) and Pecs Drag Kings exploration of sex and masculinity in *Sex Sex Men Men*. And most recently we have started making shows with canonical texts - *The Crucible* (★★★★★ “Without doubt, the finest production of The Crucible I have ever seen” - Evening Standard).

In our bar we work with some of London’s most exciting collectives, promoters and artists to host and create performances, events and club nights, creating shared experiences until the early hours. Hosting parties such as *Inferno*, *Pride of Arabia*, *Misery*, *Beauty & The Beat*, our programme reflects the best of London’s nightlife alongside new emerging nights.

In our community centres we host and support a programme of events and activities for local residents. From after-school art clubs to accessibly priced yoga, and a COVID-19 response programme inclusive of a food bank and local volunteering, we provide space for residents in Hackney Wick, East Village and beyond to come together and be creative.

As we emerge from the Covid-19 pandemic, we will do things better than we have before. This means a more exciting and well-supported artistic programme, reaching more audiences, with commitments to become an anti-racist theatre through what we make and how we work; efforts to make The Yard a more accessible place, by actively dismantling barriers to those systematically excluded from the arts; and a new focus on climate justice and sustainability in our work.

COMMITMENT TO ANTI-RACISM

Since last year, the Yard has been doing ongoing anti-racism work, to make our organisation better for our artists, employees and audiences who are Black and of the global majority. This began with listening to those we have worked with, and a training programme to understand and dismantle systemic racism in the work of the organisation. There will be opportunities for all staff members to participate in an ongoing anti-racism training programme at The Yard. If you wish to speak with someone at The Yard about this work in advance of making an application, please contact recruitment@theyardtheatre.co.uk, for the attention of Sam Hansford, who is our Executive Director.

ACCESSIBILITY INFORMATION, AND REMOVING DISABLING BARRIERS

We are striving to remove disabling barriers across our organisation, and Real, the Disabled People's Organisation in Tower Hamlets, are a huge part of helping us to do this over a three-year period.

We have just refurbished our Bar with a new wheelchair accessible bar top, and all of our venues are wheelchair accessible.

We want you to have every opportunity to shine in our recruitment process, so please let us know if you have Disability access requirements, or if there is anything that we can do to make sure that it's a process that works for you. We are open to making reasonable adjustments, for example providing this pack in other formats, providing support to complete an application, and supporting Access to Work applications. Just contact Susie, our Finance and HR Manager by email at susie@theyardtheatre.co.uk or by phone on 07391 030 934.

We are Disability Confident Committed so all Disabled People who opt into our guaranteed interview scheme in the equal opportunities form and meet all of the 'Essential Skills' in the Person Specification section, will be shortlisted for an interview.

BARTENDER ROLE OUTLINE

We are looking for friendly individuals to help run our bar for music and events. We aim to provide a unique space for London which is versatile, exciting and caring. Bartenders are

responsible for upholding a culture of excellence in the front of house team, ensuring customers always receive the highest level of service.

The successful candidate won't necessarily need experience in working in a customer facing role but a can do attitude and willingness to learn is essential. This role is suited for someone who is excited by London nightlife and contemporary theatre and looking to work in a non-profit, multidisciplinary space.

Job Details

Responsible to:	Bar Manager, Front of House Manager, Assistant Bar & Front of House Manager.
Terms:	Casual 0 hours contract
Hours:	Music shifts are generally Friday & Saturday nights 21:00 - 04:00, but can occasionally go as late as 07:00 (hours are subject to change depending on the needs of the program). Theatre shifts generally run from 17:00 - 00:00 Monday - Sunday. Shifts are allocated on a monthly basis through our rota availability system. Occasionally shifts will be offered up last minute through our Whatsapp group.
Pay:	£10.85 an hour plus holiday pay

Benefits

- Training and development opportunities.
- Complimentary ticket for all performances at The Yard.
- 50% staff discount at The Yard bar.
- Pension: as part of auto-enrolment you may be eligible for The People's Pension.

KEY RESPONSIBILITIES

General

- Working with The Yard team to ensure customers receive quality service throughout their visit.
- Ensuring all customers of The Yard are served quickly and efficiently, with a friendly manner.

- Acting as an ambassador for The Yard by sharing the enthusiasm and passion it represents, and by taking pride in the organisation's public appearance.
- Complying with The Yard's policies including Equality & Opportunities, Health & Safety, Fire, Safeguarding, and other policies that are included within the Staff Handbook.

Bartender

- Serving customers drinks at the bar and assisting the kitchen with service.
- Maintaining consistently high standards when preparing the bar for service and cleaning down.
- Using point of sales systems to ensure the correct recording of sales and stock
- Providing information to customers about our menu and our music, theatre, and local programme.
- Working with Duty Managers and Supervisors to ensure an efficient back of house operation.

Box Office

- Distributing all relevant show material (programmes/free-sheets) and informing audiences of everything they need to know about the show.
- Ensuring Front of House areas are presentable at all times.
- Supporting The Yard's charitable objectives by encouraging audience members to donate to The Yard.

PERSON SPECIFICATION

Essential Skills

- Exceptional communication and customer service skills with a "can-do" attitude.
- Ability to remain calm under pressure and in dealing with unexpected situations.
- Skilled in solving problems creatively and efficiently.
- An energetic and self-motivated approach to work, with an ability to organise and prioritise, working effectively with minimal supervision.
- Comfortable engaging with a large number of customers and audience members in an environment where loud music is played.

- Ability to quickly learn how to operate a till, and efficiently handle credit card and cash payments.
- Ability and willingness to work flexible hours, including evenings, late nights, and weekends.
- Resourceful and reliable.

Desirable Skills

- Experience working in a customer facing role.
- Experience of cash handling.
- A knowledge of our programme and of the surrounding area.

Working style and Interests

- Ability to learn quickly and on the job.
- An interest in, and understanding of the hospitality, clubbing and theatre industries.
- An understanding of the type of venue that The Yard Theatre is.
- A willingness to contribute wholeheartedly to the efforts of the team.

HOW TO APPLY

Please read all the information provided in this pack, and apply by filling in your application and the Equal Opportunities Form here: <https://forms.gle/y8hjZsPR1uraUGxt6>

Applications will be considered on a rolling basis.

We will invite shortlisted applicants to an interview, which may take place in person or on Zoom.

**This is a guide to the role of bartender.
Responsibilities are likely to evolve with the post-holder.**