

MERCURY

Café Bar Supervisor

Candidate pack

Welcome from the Executive Director

Thank you for your interest in the Mercury and the role of Café Bar Supervisor.

The theatre has a spacious café bar and modern box office with increased seating in the recently refurbished auditorium. The Mercury has a range of hireable meeting, events, workshop and activity spaces.

We present a year round programme of productions and a creative engagement programme that creates high quality, relevant, inclusive and accessible opportunities connecting communities with cultural activity.

The Mercury provides a social and safe space for multiple voices, giving people with different backgrounds and experiences the opportunity to meet, eat, work and relax as well as to take part in creative activities and start to realise their own creative potential.

We are looking for an enthusiastic and customer-centric Café Bar Supervisor to join our team. The successful candidate will have a proven record of delivering excellent customer services in a café bar setting. The Café Bar Supervisor, working with the Customer Experience Supervisors, is key to managing a commercially focused team who deliver the Mercury's welcome to the public.

In this pack you will find:

- Job description and person specification
- Information about how to apply

Further information about the Mercury can be found on www.mercurytheatre.co.uk.

We recognise that these are challenging times for theatre, but we are committed to maintaining and building our audience, delivering artistic excellence, and growing the Mercury's reputation as a launchpad for talent and innovation in the East of England and on tour across the UK.

We look forward to receiving your application.



Steve Mannix
Executive Director



Our café bar is an all day operation, offering casual dining and snacks to visitors. Last year, we greeted more than 150,000 visitors to the Mercury.

Our main theatre seats up to 530 people. The auditorium is crescent shaped and features tiered seating which gives a great view from all parts of the house. We have accessible viewing areas on each side of the auditorium meaning we can seat up to six wheelchairs at each performance.

Our studio theatre seats up to 98 people in tiered seating and has room for two wheelchairs at each show. The Mercury studio is home to new writing from emerging local artists and fresh new talent, as well as more intimate touring productions and children’s shows. This adaptable space can also be hired for parties, events and functions.

We strive to offer a warm friendly welcome to everyone – whether they are coming in to book tickets, watch a show or visiting the town, our accessible café bar caters for all. We serve a wide selection of cakes, pastries, snacks and light meals, alongside a range of teas, coffees, soft drinks and alcoholic beverages. Where possible, our ingredients are sourced locally, our coffee is Fairtrade and our takeaway cups are recyclable.



Job Description

Department	Operations
Responsible to	Head of Customer Experience
Responsible for	Customer Experience Assistants
Key working relationships	Customer Experience Supervisors Operations Director Head of Customer Experience Catering Team

Purpose of the Post

The Café Bar Supervisor is responsible for the delivery of a high-quality service in the café bar for our customers, in line with our commercial strategy and the direction of the Head of Customer Experience.

Working alongside the Customer Experience Supervisors, the Café Bar Supervisor is responsible for the delivery of a successful food and beverage operation in the Mercury ensuring that revenue is maximised for the benefit of the Mercury.

Main Duties

To:

- Deliver exceptional customer service to all customers, participants and hirers of the Mercury purchasing food and beverages in the café bar,
- Ensure staff working in the café bar area are trained and delivering exceptional service.

Responsibilities

- Supporting the Head of Customer Experience to lead and supervise service whilst working with the Customer Experience Supervisors and Assistants to exceed our customers' expectations throughout their visit to the Mercury,
- Actively and practically support the Head of Customer Experience and Customer Experience Supervisors during the café bars opening hours,
- Actively and practically support the staff working in the café bar to promote offers that complement and deliver a first-class food and beverage operation,
- Ensure effective communication between the kitchen and Customer Experience staff on shift to ensure that orders are fulfilled in a timely fashion,
- Effectively liaise with the Chef throughout service.

Supervising

- Work collaboratively with colleagues to ensure that information is effectively communicated throughout the shift,
- Constantly evaluate quality of service and product consistency and share constructive feedback to the Operations Director and Head of Customer Experience to encourage development of the Mercury's food and beverage offer,
- Promote teamwork and quality service through active participation in team briefings, training sessions and meetings,
- Have a hands-on approach during service with the ability to escalate to the Head of Customer Experience or the Operations Director, when necessary,
- Lead and ensure regular training of all staff working in the café bar.

Administration

- Manage day-to-day staffing requirements; productively assigning work and maintaining the expected standards,
- Assist the Head of Customer Experience in meeting licensing good practice including responsible service of alcohol, allergen legislations, and hygiene practices,
- Ensure that the café bar facilities and equipment are kept in good condition and the café bar is properly stocked according to anticipated business volume,
- Carry out and keep accurate records of monthly stock takes,
- Report all maintenance and repair needs, to the Head of Facilities, in a timely and effective way,
- Be reactive to visitor feedback and suggest potential improvements and solutions,
- Accurately account for transactions throughout the café bar operation through till checks and cashing-up procedures,
- Assist the Head of Customer Experience in the processing of purchase orders,
- Contribute to pricing of catering requirements for events at the Mercury.

General Duties

- Be fully informed and proactive in the marketing of the Mercury's products, services and facilities.
- Maintain an excellent working knowledge of the Mercury's wider artistic programme, including its Creative Engagement and Talent Development activities.
- Participate actively as a member of the Operations team.
- Attend and contribute to staff meetings and training sessions.
- Maintain positive and effective relationships with colleagues across the organisation.
- Adhere to all Mercury policies including Safeguarding, Health and Safety and environmental policies.
- Maximise income and minimise expenditure whilst ensuring high quality delivery.
- Undertake First Aider duties as required.
- Undertake duty management responsibilities as required.
- Undertake any further duties as may be reasonably requested.

Person Specification

Personal Qualities

- Energetic, self-disciplined, organised and self-motivating, capable of inspiring a shared vision in the team.
- Ambitious and entrepreneurial, motivated by delivering excellent customer service, achieving sales targets, and delivering new operational efficiencies.
- Ability to work in a team, contributing ideas, supporting other team members and taking on a lead role on projects as required.
- Adaptable and receptive to new ideas and initiatives.
- Ability to work under pressure and manage competing deadlines.
- Creative flair.
- Excellent interpersonal skills with an ability to listen, build rapport and communicate with people at all levels.
- A competent level of literacy and numeric skills.

Professional Competencies

Essential

- Proven experience of working within a team.
- Experience of meeting and exceeding commercial targets.
- Excellent communication and people skills.
- Experience of working in a customer focused environment.
- Experience of delivering on-the-job bar training
- Experience of cash handling.
- Excellent timekeeping.
- Flexibility with regards to working hours.

Desirable

- Experience of managing teams.
- Valid First Aid at Work certificate.
- Clean driving license.
- A strong interest in the theatre and/or the arts.

Outline of Terms and Conditions

Salary:	£23,867 per annum for a full time role.
Hours:	37.5 hours per week - Tuesday to Sunday. Additional hours may be necessary in order to fulfil the post's requirements for which Time Off in Lieu is available. This post will require the successful candidate to work unsocial hours (evenings and weekends) as per the team rota.
Annual Leave:	Annual leave entitlement is 20 days pro-rated for each holiday year plus statutory Bank Holidays. When you complete one year's service, your holiday entitlement will increase by the prorated amount of one day and each year thereafter to a maximum of the equivalent of 25 days per annum.
Probationary Period:	3 months.
Notice Period:	Two months by either party in writing after an initial probationary period during which time the notice period is one month by either party.
DBS Check:	Should your post have regular contact with children and/or vulnerable adults a DBS check will be required.
Pension:	Colchester Mercury Theatre Ltd operates a Stakeholder Pension scheme. Full details of the scheme are available from the Finance Department.

Other Benefits

- The company offers an interest free season ticket loan.
- Discount on food and drink in our café bar.
- Access to the discounted staff menu in the café bar.
- The company encourages attendance at performances with an allocation of tickets to employees (subject to availability and the Mercury's ticket policy).
- Discount on selected Creative Engagement activities and workshops.

How to apply

To apply for this post, please send

- a letter of no more than 2 sides of A4, explaining what attracts you to this position, and evidence of your ability to meet the job description and person specification.
- Your CV
- Names and contact details for two employment/professional referees, however, we shall not take up references until after the interviews.

Applications should be submitted [via Staffology](#) by **10:00am on Wednesday, 8 May 2024**. Interviews will take place on Friday, 17 May 2024.

The Mercury is an equal opportunities employer and actively promotes diversity in the staff team. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Please let us know if you need this information in a different format by contacting us by phone on 01206 577006 or by email on: recruitment@mercurytheatre.co.uk.