

WORKING WITH US!

Help Wiltshire Creative achieve the vision of enriching the cultural and creative life of Salisbury and Wiltshire.



**SALISBURY
ARTS CENTRE**
PART OF WILTSHIRE CREATIVE

**SALISBURY
INTERNATIONAL
ARTS FESTIVAL**
PART OF WILTSHIRE CREATIVE

INCORPORATING

**SALISBURY
PLAYHOUSES**
PART OF WILTSHIRE CREATIVE

About Wiltshire Creative

Wiltshire Creative is a multi-arts organisation that brings together the energy and ambition of Salisbury Playhouse, Salisbury International Arts Festival and Salisbury Arts Centre. It is an ambitious and innovative joint arts offer that secures a bright future for audiences, artists and participants.

Our Vision

To enrich the cultural and creative life of Salisbury and Wiltshire.

Our Mission

To create and present a dynamic and inclusive range of cultural experiences for the people of Salisbury, Wiltshire and beyond, including our role as a Southwest hub for talent development and learning and participation.

Our Values

Creative, Inclusive and Ethical

You can find out more about us through our website and social media channels: <https://www.wiltshirecreative.co.uk/>

Follow us: @WiltsCreative



About the role

Job Title:	CASUAL BAR STAFF
Responsible to:	BARS MANAGER
Main relationships:	BARS MANAGER; BARS SUPERVISORS; BAR STAFF; DUTY MANAGER; OPERATIONS MANAGER

Bar Staff play a key part supporting the Front of House operation at Salisbury Arts Centre and Salisbury Playhouse. Working alongside our Bar Supervisors, you will be part of the enthusiastic team delivering exceptional hospitality at both venues.

Shifts are evenings and weekends on a rota system. Due to the nature of a casual contract, shifts will vary due to show availability and audience numbers.

Please note we can only employ staff aged 18 or over due to the nature of the role.

Key responsibilities

Customer Service

- To meet, greet, direct and serve customers.
- To ensure the highest levels of customer service in the Bar areas, working with the Front of House Management team to deliver the complete customer experience to visitors.
- To be correctly attired upon on duty (Wiltshire Creative branded top and smart black trousers).
- To be courteous and professional with colleagues and work to maintain a friendly and professional atmosphere.

Sales

- To handle and account for monies and receipts, including cash floats and till reconciliation.
- To monitor and replenish stock levels, ensuring rotation and to report any low stock items to line management.

Housekeeping

- To ensure overall cleanliness of the bar and service area.
- To remove regularly all empty glasses, bottles, crockery and cutlery from the Front of House service areas if required and ensure Front of House areas are kept clean and tidy.
- To clean glasses and replenish to aid quick service before and after the interval.

Safety & Security

- To ensure you are aware of appropriate licensing regulations (and to enquire if unsure).
- To follow correct health and safety procedure and report issues to your line manager.

General

- To always act in the best interests of Wiltshire Creative
- To take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
- To agree to abide by Wiltshire Creative's policies, as set out in the Staff Handbook
- To maintain confidentiality in all areas relating to Wiltshire Creative
- To maximise income and minimise expenditure wherever possible
- To be flexible and to undertake any other reasonable duties as requested by Management

About you

- A proven commitment to delivering high quality customer care with a flair for engaging with the public.
- Capable of working collaboratively within a team.
- Strong interpersonal and communications skills.
- Understanding and being aware of the profitability of the business.
- Availability to work evenings and weekends when scheduled.
- High standards of personal hygiene, presentation and punctuality.
- Availability over busy periods such as Christmas and New Year.
- Previous experience in Front of House Bar service would be an advantage.

Terms and Conditions

Salary	£12.21 per hour
Type of Contract	Casual
Location	Salisbury - Playhouse or Arts Centre, or occasional external venues for specific productions
Hours of work	Variable on a rota basis, evenings and weekends
Holiday	Holiday paid at 12.07% of salary
Benefits	<ul style="list-style-type: none">• Pension scheme subject to eligibility• Complimentary tickets for in-house shows• Invitations to press nights• Occasional ticket offers on visiting shows• Discount in our bars and cafés• Opportunity for flexible working patterns• Wellbeing activities• Employee Assistance Programme• A fully trained team of Mental Health First Aiders• Training and development opportunities <p>Full details are available upon request.</p>

How to apply

Thank you for your interest in this post. We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

- Providing the application pack in a different format (e.g. hard copy, PDF, large print, audio)
- Enabling you to submit your application in a different form (e.g. audio, video)
- Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

Before you apply

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117.

How to apply for this post

To apply please click the Apply button below and complete the online form. Please note that we will NOT accept CVs.

If you would like to submit your application in a different format (e.g. audio or video), please contact our friendly admin team on 01722 320117 or recruitment@wiltshirecreative.co.uk.

The questions in this form are also available in audio and BSL video format.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](#). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

Data Protection

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.