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**ARTS COUNCIL
ENGLAND**

BATTERSEA ARTS CENTRE

Freedom Tap Room Café Supervisor Applicant Information Pack

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July 2022

Introduction / How to Apply

Thank you for your interest in the role of Freedom Tap Room Café Supervisor at Battersea Arts Centre (BAC). You will find information about the role and the person specification in the following pages. Before you fill out an online application form, please read the information included here.

Please use the online application form to apply. A link to the online application form can be found on the [Work With Us](#) page of our website. You will need to upload your CV as part of the application form.

All applications must be submitted by **10am Monday 15 August 2022. We may contact candidates before the closing date** and BAC reserves the right to close submissions for this role early, should a suitable applicant be found, so please **apply as soon as possible**.

If you would like further information, support with access requirements or an informal chat about the post please contact us by email at recruitment@bac.org.uk.

We look forward to receiving your application.

People Team
Battersea Arts Centre

About Battersea Art Centre

Battersea Arts Centre (BAC) is a hub for everyone's creativity. The organisation supports artists, young people and communities to inspire change through their creativity in many different ways - and this social purpose is at the heart of everything we do. Based in an iconic building with a radical history, our work revolves around an ambitious live programme of performance, heritage, events, and creative and community projects. Projects developed at BAC can also be found out in our communities and tour across the UK and the world.

Project Working

BAC operates a project working structure, which means all of our strategic and creative activity takes place within projects. These projects are operated and supported by a set of teams, who bring their specialisms - from communications and technical to producing and finance - to each project. Project working is about working collaboratively and bringing out the best in all our staff. It's a structure that recognises people's expertise, creating a more dynamic set of teams across everything we do.

Working at Battersea Arts Centre

BAC's office is an open-plan shared space on the second floor of our building, Battersea old Town Hall, accessed by two sets of stairs or a lift. The role will involve active work around the building and externally, including working at height, operating power tools, using staircases and ladders, working in confined spaces and on the exterior of the building and Town Hall Road community garden. Attending performances, events and being part of the creative life of the organisation is part of everyone's role at BAC.

BAC is a busy organisation and has around 50 members of staff. All staff are offered a flexible management structure through a combination of line management, in-house coaching, individual supporter and mentor options. Usual office hours are 10am-6pm and we offer flexible working where possible.

The Role

Freedom Tap Room Café Supervisor works primarily in the Freedom Tap Room Café. You will open up the Taproom Café and serve customers during the day focussing on providing excellent customer service and quality food and drinks.

Responsible to: Visitor Experience Manager and Duty Managers

Responsible for: Bar / Café Assistants

For this role we are looking for an enthusiastic and well-presented individual who is self-motivated, people-centered and always willing to help. You will provide broad, practical support to the Visitor Experience Manager ensuring we are optimizing sales and delivering a quality product.

Café Supervisor

BAC is home to Freedom Tap Room, a café bar which serves our staff and visitors daily as well as for special events such as weddings, parties, and conferences. We also work in flexible spaces across the building and at external events and venues. The bar and café team provides catering and bar services across a 5 day week, Tuesday – Saturday from 10am. You will need to be well presented, with high standards of service and customer care, attention to detail, and a flexible approach to work. You will:

General	<ul style="list-style-type: none"> • Be the welcoming and helpful public face of BAC to all clients and their guests; • Demonstrate good knowledge of products and working practices of BAC's café & bars; specifically focussing on coffee service. • Set up, stock, and clear down bar areas (manual handling is involved); • Assist in preparing, serving and clearing food and drink for events, maintaining an eye for consistency and quality even when serving high volumes under pressure; • Clean and clear event spaces; • Support in preparation and delivery of internal catering requests; • Maintain organised and clean back-of-house areas such as storage spaces; • Complete tasks to a high standard, swiftly and professionally, as per instruction from BAC management;
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	<ul style="list-style-type: none">• Prepare and serve food and drinks to a good quality in a busy environment;• Carry out administrative tasks including but not limited to stock management/cleaning schedules;• Communicate effectively and work cooperatively with other bar and event staff;• Observe good Health & Safety practices, with due regard to licensing, hygiene and other formal standards, reporting any areas of concern to Duty Managers;• Perform any other duties as may reasonably be requested by BAC management.
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Terms & Conditions

Salary:	£22,186 gross per annum
Hours:	35 hours per week, excluding a daily one-hour lunch break This role is 5 days a week out of 7; regular hours will be 08:30-16:30 Tuesday-Saturday. All staff at Battersea Arts Centre are expected to attend performances and be a part of the artistic life of the organisation.
Overtime:	No overtime payments; we operate a Time Off in Lieu (TOIL) system, to be taken within two weeks of accrual.
Annual Leave:	4 weeks per year pro rata (5 weeks following one full year of service)
Probation period:	2 months
Notice period:	1 month
Contract Period:	Fixed Term 5 September 2022 to 5 January 2023

Workplace Pension

Scheme: BAC's pension scheme is provided by NEST

Staff Benefits: Complimentary tickets for performances at BAC (subject to availability and staff ticket policy)

Cycle to Work Scheme

Discount in the Freedom Tap Room (subject to discount policy)

5 Development Days

Person Specification

Essential
<p>Experience & Knowledge:</p> <ul style="list-style-type: none">• Experience of working in a public-facing role;• Experience of working in café, bar and/or catering setting. <p>Skills & Abilities:</p> <ul style="list-style-type: none">• Demonstrable skills in customer service;• Barista / coffee machine trained;• Excellent time keeping skills;• Accuracy and attention to detail;• Strong efficiency and organisation;• A positive and flexible approach;• Confident, professional, enthusiastic and self-motivated;• Excellent communication and interpersonal skills and the ability to communicate with people from all walks of life;• Ability to work effectively in a team, whilst also being able to work independently and with initiative, in a fast-paced working environment. <p>Interests & Values:</p> <ul style="list-style-type: none">• A commitment to Battersea Arts Centre's mission and values;• Demonstrable enthusiasm for all types of ceremonies, events and performances.
Desirable
<ul style="list-style-type: none">• Access Equality training;• First Aid training;• Fire Marshall training;• Experience managing volunteers;• Food Hygiene and Safety certification;• Experience of using an EPOS till system;• Experience of using Artifax event booking system;• Experience of using Spektrix ticketing and CRM system;• Good knowledge of overall venue and/or events operations;• Microsoft Office software skills.