



BAR STAFF JOB DESCRIPTION & PERSON SPECIFICATION / THE BURNT CITY

Responsible to: Bar Manager

Key relationships: Deputy Bar Managers, Show operations teams

Salary: £11.05 per hour (London Living Wage)

Contract: Zero hours, fixed-term. Various hours available

Deadline: Applications will be reviewed on a rolling basis. Shortlisted candidates will be notified in due course.

How to apply: Send your CV and cover letter by email with the subject "Bar Staff" to workwithus@punchdrunk.com.

OUR HISTORY Formed in the UK by Felix Barrett in 2000, Punchdrunk has pioneered a game-changing form of immersive theatre in which roaming audiences experience epic and emotional storytelling inside sensory theatrical worlds. Blending classical texts, physical performance, award-winning design installation, and unexpected sites, the company's infectious format rejects the passive obedience usually expected of audiences. Our award-winning productions invite audiences to rediscover the childlike excitement and anticipation of exploring the unknown and experience a real sense of adventure. The company's international production, *Sleep No More*, has celebrated 10 years of its extended run in the USA. In December 2016, a redeveloped version of the production opened in Shanghai and continues to run. *The Third Day*, a six part TV drama and theatrical broadcast created by Dennis Kelly and Felix Barrett aired on Sky and HBO in 2020. Punchdrunk has also announced a partnership with gaming giants Niantic.

Punchdrunk's award-winning productions include *Faust* (in collaboration with the National Theatre, 2006), *The Masque of the Red Death* (2008), *Tunnel 228* (in collaboration with The Old Vic, 2009), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival, 2009), *Sleep No More* (with the American Repertory Theatre, Boston, Mass., 2009), *The Duchess of Malfi* (with ENO, 2010), *The Crash of the Elysium* (Manchester International Festival, 2011) and *The Drowned Man: A Hollywood Fable* (with the National Theatre, 2013).

THE ROLE

Punchdrunk is seeking a pool of skilled and enthusiastic bar staff to operate the bar on our next project, *The Burnt City*. The successful candidates will work with Production and Venue teams to operate a site specific bar to run in conjunction with an exciting new show. You will be serving a range of beverages in a busy bar and immersive performance space and be responsible for keeping the bar areas clean and tidy. You will have excellent customer service, communication and team working skills.

The ideal candidate will have experience of bar work and will have the ability to maintain a calm and positive attitude in a busy environment. Experience and/or interest in working in a theatrical environment would be favourable.

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:

- Receiving orders and serving a wide range of alcoholic and non-alcoholic beverages to audience members
- Delivering excellent customer service with a welcoming and friendly manner
- Mixing and serving cocktails and mocktails
- Tidying away glasses, loading and unloading dishwashers, wiping down surfaces, and cleaning up any spills promptly and efficiently
- Ensuring health and safety, hygiene and licensing standards are met, and ensuring compliance with 'Challenge 25' and other applicable policies
- Prioritising workload and supporting fellow bar team members during busier periods
- Effectively operating the POS system
- Answering any audience member queries
- Identifying and escalating any issues to the bar and duty management as required
- Assisting with moving of stock from one location to another
- Assisting with removing waste and recyclable materials from the bars

PERSON SPECIFICATION:

Essential

- Previous bar & cocktail or customer service experience
- A good level of numeracy with experience of using a POS system
- A motivated team player who can demonstrate skills in providing excellent customer service
- Ability to work under pressure while maintaining an efficient and effective service
- Excellent communication skills
- Ability to work effectively in collaboration with other team members as well as own initiative
- Ability to react quickly to new information and situations
- Ability to address the unique needs of a wide range of customers
- Willingness to work during peak hours, including nights, weekends and holidays
- Willingness to work within a theatrical environment
- Basic knowledge of health and safety and/or hygiene standards

Desirable

- Knowledge and understanding of the theatre industry, or performing arts
- An interest in Punchdrunk's work
- Experience of working in a commercial theatrical environment

WORKING HOURS

- Tuesday to Friday - 6pm to 11pm
- Saturdays - 1pm to 5pm and 6pm to 11pm
- Sundays - 4pm to 9pm

Bar Staff can work from 5 to 35 hours per week.

EMPLOYMENT TERMS

- Zero hour contract, fixed-term. Various hours available
- Place of Work: Punchdrunk's home in Woolwich
- Due to the nature of this role evening and weekend work is required
- £11.05 per hour (London Living Wage)
- **Please note: as this role will require the sale and serving of alcoholic drinks, all applicants must be over 18 years old.**

NOTES TO APPLICANTS If you are called for an interview you will be required to sign a Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY To apply, please submit your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

Applicants should provide contact details for two references and we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up 1 reference for candidates progressing to a second interview, prior to making an offer.

Please submit your application by email, with the subject "Bar Staff" to workwithus@punchdrunk.com. Shortlisted candidates will be notified shortly after.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfill the duties of the post. Candidates who are shortlisted for interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

Recruitment timeline: Applications will be reviewed on a rolling basis and interviews will commence shortly after shortlisting with a view to start the role as soon as possible.