

Job Description

Job Title: Assistant Cinema Cafe Manager
Department: Commercial Development
Grade: B
Location: Barbican, Cinema Café, Beech Street
Responsible to: Cinema Café & Bar Manager
Responsible for: Casual workers

Purpose of Post

The role of Assistant Cinema Café Manager is to assist the Cinema Café Manager in providing efficient, effective and a welcoming service. To lead by example and be an exemplary role model to other members of staff, to coach and guide them and provide a friendly, efficient and knowledgeable service to all our customers.

The responsibilities of this role lie within a rota based, management structure. The post holder will, at times, be the responsible persons in charge of the Cinema Café in absence of the Manager.

Main Duties & Responsibilities

1. To assist the Cinema Café & Bar Manager in driving an excellent service to all customers, internal and external, by driving an efficient operation in all areas of responsibility through ensuring that service standards and procedures are followed, sales targets achieved, and licensing and statutory requirements are fulfilled.
2. To be a responsible presence when on Duty, serving a large selection drinks and food, and liaising with all staff to ensure that an excellent and informed service is delivered. To proactively respond to staff and customer feedback and make recommendations for customer service improvements.
3. Assist with administrative activities as required including control of staff uniform and locker facilities, control of Barbican Stock, maintaining, and purchasing of office stationery supplies, and organising maintenance and servicing of café and bar equipment.
4. Assist the Cinema Café Manager with the planning and delivery of private receptions and events.
5. To supervise the casual café staff and ensure they are working according to the most current procedures, including, but not limited to, the awareness of the Barbican's Health and Safety Policy, and Food handling procedure, making sure that they are able to implement these at all times and that they are aware of any changes.
6. To assist the Kitchen Manager in the preparation of food in the Front of House areas ready for service, in accordance with the instructions and in-line with the food handling policy.
7. Assist the sale of tickets, membership, donations to the Barbican Centre Trust and other Barbican products and services as required.

8. In the event of an emergency, and in absence of the FoH team, to take control of the Cinema Café and Bar as directed by the Cinema Café & Bar Manager and to be prepared to administer first aid.

General

9. To enforce the four licensing objectives at all times. These are as follows:
 - a. The prevention of crime and disorder
 - b. Public safety
 - c. Prevention of public nuisance
 - d. The protection of children from harm
10. It is an explicit requirement of this post that you work outside the standard core hours of the City of London. As a result of the nature of this post, and in common with commercial norms for the industry, the provisions of the scheme for unsocial hours working in Section A3 of the Employee Handbook will not apply to this post.
11. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
12. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
13. To undertake any other duties that may reasonably be requested appropriate to the grade.
13. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
14. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
15. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

Job Title: Assistant Cinema Cafe Manager

Department: Commercial Development

Grade: B

DBS Criterion: No DBS

Security Vetting Criterion: No security vetting is required

Politically Restricted Post Criterion: This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

Professional Qualifications / Relevant Education & Training

[Please ensure only relevant qualifications are listed for the post being advertised] e.g. *Must be qualified as a Chartered Member of the CIPD or be able to demonstrate a level of knowledge at this level - (A,I etc)*

1. Holder of a Level 3 in Food Hygiene, or equivalent qualification, or successful completion of the relevant training within an agreed timescale.
2. Holder of a current Personal License or successful completion of the relevant training within an agreed timescale. (A,I)
3. A knowledge of Licensing and Health and Safety Legislation. (I)

Experience Required

1. Cafe supervisory experience, preferably in a multi-faceted arts environment or similar hospitality environment. (A,I)
2. An organised and efficient individual with the ability to multi-task and prioritise. (I)
3. A team player with the ability to work on own initiative. (I)
4. Well presented, positive and versatile with excellent communication skills and attention to detail. (A,I)
5. Proficient in the use of Microsoft Office suite of applications. Training will be provided in the use of specific operational software. (A)
6. A diplomat who can diffuse situations with a calm and positive approach. (I)
7. Supports and encourages team working behaviour leading by example. (I)
8. Ability to monitor performance and motivate a large team of staff. (I)
9. Experienced in preparing food and drinks. (A,I, T)

Other Relevant Information

1. The role will require regular evening and weekend working on a rota basis. (I)

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Contract

The position is offered on a permanent basis.

Salary

The starting salary for this job is £30,180 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Hours of Work

Normal hours of work are 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

City Benefits

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

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We are London's
Creative Catalyst
for arts, curiosity
and enterprise



We spark creative possibilities and transformation for artists, audiences, and communities – to inspire, connect and provoke debate.

We are the place to be in this Destination City, where everyone is welcome. Our impact is felt far outside our walls and ripples beyond the experiences we offer – locally, nationally and internationally.

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