



CANDIDATE INFORMATION PACK

Bar Assistant (Part time)

Closing date: noon Tues. 19 Aug 25

**GRAND
OPERA
HOUSE**



Thank you for your interest in joining the team at Belfast's Grand Opera House.

We are a hardworking, close-knit team, made up of people with a real passion for live theatre, customer service, and our beautiful and historically rich venue which attracts over 300,000 theatregoers each year.

As Northern Ireland's Premier Theatre, we are proud to present an unrivalled programme of drama, musicals (many direct from the West End), opera, comedy, and one of the most successful pantomimes in the UK and Ireland which brings 76,000 people through the doors every Festive Season. The Theatre's Studio, with 125 seats, is an adaptable space which showcases the work of local writers, artistes and producers. Beyond the work on our stages, we deliver an award-winning Creative Learning Programme which, through our performance programme and colourful heritage and history, connects the Grand Opera House with communities, and schools and colleges throughout Northern Ireland through a range of exciting workshops and events.

The Theatre, which opened in December 1895, benefited from a £12.2 million restoration and development project in 2020/21, the most extensive work undertaken since the Grand Opera House was rescued from demolition in the mid-1970s, restored and reopened in 1980. As well as returning the auditorium to its original and opulent splendour, the first-ever heritage exhibition celebrating 125 years of the Theatre's rich and colourful history, has also been installed as part of the restoration and development programme.

This is a hugely exciting time to be joining the Grand Opera House, and I wish you every success with your application.

Ian Wilson
Chief Executive



Working at the Grand Opera House

Whether you are a Technician or Marketing Manager, Theatre Host or Bar Assistant, working at the Grand Opera House is a unique experience.

This is partly because the Theatre's core product changes almost every week outside of the six-week pantomime season. The Grand Opera House's programme moves from West End musical to gripping drama to stunning opera in successive weeks which means working in a fast-paced, constantly changing, and richly diverse environment.

It's also because everyone who works at the iconic Grand Opera House is a custodian of one of the best-loved and most stunning buildings in Northern Ireland, which has a history as rich and fascinating as the design of its famous auditorium. Few people can say they work in a venue that has been graced by a galaxy of stars including entertainers like Charlie Chaplin, Laurel & Hardy and Morecambe and Wise; actors like Laurence Olivier, Sarah Bernhardt and Ian McKellen; opera singers such as Lesley Garrett, Nellie Melba and Luciano Pavarotti; ballet dancers including Darcey Bussell, Sylvie Guillem and Carlos Acosta; comedians like Rowan Atkinson, Steve Coogan and Victoria Wood; and film stars including Orson Welles, Roger Moore and Anthony Hopkins.

The Grand Opera House is one of the largest employers in Northern Ireland's arts sector, and roles at the Theatre cover many different disciplines; from technicians who work behind the scenes on stage and administrative staff who work in the Theatre's offices, to front-of-house hosts and tour guides, and our award-winning Creative Learning team. Whatever the job title, Grand Opera House staff share the common goal of creating unforgettable experiences for theatregoers and making memories that last a lifetime.

The Grand Opera House has charitable status and is governed by a Board of Trustees who work closely with the Chief Executive in overseeing the management and long-term strategies and objectives of the Theatre.

If you love theatre and are passionate about helping the Grand Opera House realise its ambitions, we'd love to hear from you!

Job Description

Bar Assistants are an integral part of the Theatre's Front of House Team, and with four wonderful bar areas for customers to enjoy, they are key to the overall Theatre experience.

Main Duties: Customer Service

- Provide a warm, friendly and professional welcome and excellent level of service to customers and visitors
- Be knowledgeable about the Theatre's bars and food products and upsell when possible
- Promote and encourage customers to utilise the interval order service and prepare and process these orders
- Handle money and stock accurately, reconcile floats, operate tills and escalate any discrepancies to the Bars Management Team



- Prepare and serve food to customers, complying with the Theatre's food hygiene and safety standards at all times
- Ensure bar areas, kitchens and storage areas are clean, tidy and well presented at all times and complete service checklists
- Ensure bar areas are fully stocked at the start and end of each shift and stock is replenished as and when required. Assist with stocktakes and deliveries as and when required ensuring that goods received are transported, unloaded and securely stored in the designated store rooms in a safe manner
- When assisting with deliveries, reconcile delivery paperwork and report to the management team any variances in order quantities that have been received from suppliers
- Ensuring strict and accurate stock rotation in the storerooms
- Co-ordinate and assist with the preparation, setting up and clearing of meeting and function rooms for events
- Provide a bar and waiting service for the Theatre's events and functions
- Resolve customer complaints, and refer unresolved complaints to the Bars Management Team
- Assist customers with any additional access or service requirements
- Provide customers with accurate information about the Theatre's history and heritage and upcoming shows to help convert interest into sales
- Comply with the Theatre's Dress Code at all times
- Provide support to the Theatre's House Management and Bars Management Teams as and when required

Health & Safety

- Assist the Bars Management Team with the implementation of the Theatre's emergency and evacuation procedures if required, evacuating audience members from the Theatre's bar areas confidently and safely
- Assist customers with any additional access requirements in the event of an emergency evacuation
- Be vigilant in order to prevent accidents or incidents that might cause injury or harm to customers or staff and report all accidents, incidents or near misses to the Bars Management Team
- Escalate any hazards, maintenance issues or faulty equipment to the Bars Management Team
- Be responsible for personal safety and ensure that the Theatre's Health and Safety policies, procedures and safe working practices are adhered to at all times

This is not an exhaustive list and other duties will arise that the Bar Assistant will be expected to deliver. All staff are required to be professional, co-operative and flexible in line with the needs of the post and the Theatre.



Person Specification

Bar Assistants are friendly, confident and approachable individuals with a desire and commitment to provide an exemplary level of customer service. Candidates must have the ability to deal with customers confidently face to face, work as a team and deliver bar and food sales.

Essential Experience

- A minimum of six months' recent paid work experience as a bar tender in a busy customer service/hospitality environment.
- Experience of delivering sales, accurate cash-handling and till transactions in a busy customer environment.

Essential Skills, Knowledge and Abilities

- Must be at least 18 years of age to comply with the Theatre's legal requirements
- Excellent interpersonal and communication skills and the demonstrable commitment to providing an exemplary level of customer service
- Good numeracy/mental arithmetic skills to enable accurate cash handling
- Ability and confidence to proactively sell to customers
- Ability to work as part of a team and support colleagues
- Ability to remain calm under pressure, prioritise tasks and think on your feet
- An understanding of Health and Safety regulations in a customer facing bars and food environment/hospitality venue
- A keen interest in the Arts and the Theatre
- Ability to work afternoons and evenings during the week (Monday to Friday) and a Saturday night is essential.

Terms and Conditions

The Bar Assistant wage is £12.21 per hour and we have a number of part-time contracts available for 10.5 hours a week (ie. Minimum of 3 x 3.5hr shifts). Additional hours may also be available during busy weeks in the Theatre, but additional hours are not guaranteed.

Bar Assistant shifts are rota'd across seven days of the week. A standard Bar Assistant shift for a show would normally start at 1pm (for a matinee shift) and 6pm (for an evening shift) and last around 3.5/4 hours, however the length and timing of shifts may vary as they are determined by the Theatre's performance schedule.

Bar Assistants may also be required to work at the Theatre's events during the day and **therefore candidates must have some availability to work during the day as well as evenings Monday to Friday and must also be available to work Saturday night.**

Double time is payable for work on Sundays and recognised Bank Holidays.

Location: Grand Opera House, Great Victoria Street, Belfast.

Probationary Period: the first six months following appointment will be probationary.



The successful candidate will also receive:

- Annual leave allowance of 20 days with 11 statutory holidays (pro rata'd)
- A comprehensive induction, training and wellbeing programme
- Access to a free and confidential Employee Support Programme
- Auto enrollment in pension scheme with employer contribution

The Grand Opera House Trust is an Equal Opportunities Employer and all applications for employment are considered strictly based on merit.

Disclosures

The Grand Opera House will seek confirmation that the successful applicant has the right to work in the UK. Any offer of employment will be made subject to verification of the right to work in the UK, receipt of satisfactory references and a satisfactory Access NI Disclosure.

Having a criminal record will not necessarily debar you from working for the Grand Opera House Trust. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the Police Service of Northern Ireland. The Grand Opera House's policy on the recruitment of ex-offenders is available on request from recruitment@goh.co.uk.

Applications Process and Timetable

Please complete the online application and monitoring form which is available on the Theatre's website before **noon on Tuesday 19 August 2025** on the following link; [Careers | Grand Opera House \(goh.co.uk\)](https://goh.co.uk/careers)

If you require any reasonable adjustments to support submitting an online application, please contact us at recruitment@goh.co.uk.

CVs will not be accepted directly or through referral by a recruitment agency.

It is expected that assessment for these roles will be held week commencing Monday 25 August 2025.

Online Application Form

It is important to note that once you start our online application form you will need to fully complete it. You will not be able to save the form and come back to it at a later stage. Therefore, we would encourage you to prepare your answers, in advance of starting to complete the online application.

The online form is split into six sections, personal details, education and training, employment, further information, declaration and monitoring.

So please make sure you have all your personal details at hand including your national insurance number, as well as details and dates of your educational qualifications and employment history before you start.

Within the Employment Section you will be able to ask to explain how your work experience is relevant to this vacancy. It is important to make sure you provide sufficient details about your work experience to enable us to assess whether your work experience to date meets the essential experience criteria for this role;

Essential Experience

- A minimum of six months' recent paid work experience as a bar tender in a busy customer service/hospitality environment.

Within the further information section you will be asked to provide specific examples to demonstrate some of the key skills and experience required for this role. Failure to provide sufficient information or detail in this section may mean that we are unable to determine whether you meet the essential criteria and therefore your application will not be shortlisted.

For the Bars Assistant role the questions in the further information section are as follows;

1. Please provide examples below to demonstrate your experience of delivering sales, upselling, accurate cash-handling and till transactions in a busy customer environment (Max characters: 2000)
2. Please provide examples below to demonstrate your commitment to delivering exemplary levels of customer service (Max characters: 2000)
3. Please provide examples below to demonstrate your ability to work effectively as part of a team in a busy customer environment. (Max characters: 2000)

Good luck with your application and thank you for your interest in working at the Theatre.