



Bar Team Member

Candidate Information
July 2022

A photograph of a concert stage at night. A performer in a dark, textured outfit is singing into a microphone on the right side of the stage. In the background, another person is seated at a piano. The stage is lit with blue and white lights, and a bright yellow light fixture is visible on the right. The foreground shows the backs of an audience of people seated in rows.

Contents

- ③ What is Liverpool Philharmonic?
- ④ What is the role?
- ⑤ Key Information & Benefits
- ⑥ How to apply

What is Liverpool Philharmonic?

Liverpool Philharmonic enhances and transforms lives through music.

At the heart of our work is the critically-acclaimed Royal Liverpool Philharmonic Orchestra (the UK's oldest) and Choir; an extensive programme of participatory work with young people and others across our community; and presentation of almost 400 concerts and events each year at our home, Liverpool Philharmonic Hall.

Liverpool Philharmonic is rooted in our city

We are central to Liverpool's cultural offering, being the largest music organisation and one of the largest cultural organisations in the city, employing over 240 people. As well as our work in Liverpool our Orchestra represent the city with performances and broadcasts across the UK and around the world.

The city's young people are a central focus of our work. Our In Harmony programme provides an intensive, daily music-making programme for over 1500 children in Everton and Anfield, North Liverpool, and we run more than 5,000 workshops and events in community settings for all ages across the City. The Liverpool Philharmonic Youth Company provides a range of opportunities for music making for young people, including the Liverpool Philharmonic Youth Orchestra, Liverpool Philharmonic Youth Choir, Children's Choirs, and Rushworth Young Composers programme.

We work in partnership with the Mersey Care NHS Foundation Trust delivering programmes which support people in the Liverpool city region living with a range of mental health needs.

Liverpool Philharmonic is committed to diversity and inclusion

We work hard to reach right across our community through our learning work, and concert programme.

We attract world class artists to perform at Liverpool Philharmonic Hall and our small venue, Music Room, with a diverse programme of performances ranging from classical, contemporary, rock, pop, folk, roots, and jazz to comedy, film and spoken word. We work with many organisations and cultural partners in the City to ensure that the artists and performances we put on stage, and the audiences we attract truly represent our community.

And we are working hard to ensure that our workforce is as diverse as possible.

Liverpool Philharmonic reaches more people than any music organisation outside London.

Over
350,000

people attend Liverpool Philharmonic concerts each year.

73,000
young
people

participate in our Youth Company and associated ensembles, attend concerts or take part in our In Harmony programme.

Around
900,000
people

in 92 countries listen to our recordings each month on Spotify, more than any UK orchestra outside London.

Over
12,000
people

have benefitted from our music and mental health programme over the last 13 years.

What is the role?

• Key Objectives

The bars team delivers an exceptional level of service and enhances the event experience for all our visitors. You will have a genuine passion for providing fantastic service whilst working as both an individual and part of a team. You will serve drinks in a timely manner and to a high standard while engaging positively with our guests and patrons. You will want to go the extra mile to create a memorable experience

• What you will do:

- Familiarise yourself with the briefing that will be sent to you in advance of your shift which will advise all you need to know for any given performance (content, audience numbers, times, drinks sold to seats, any restrictions)
- Sell hot and cold beverages, snacks and ice creams. This will include counting stock and cash handling.
- Be well presented and maintain a high level of uniform standards.
- Fulfil and expedite drinks to seats in advance of the performance.
- Take orders in a timely and polite manner, make the drinks according to their specification. Upsell interval drinks.
- Be aware of health, safety and security of all visitors and staff at all times. You will look out for any hazards and alert a manager if necessary. Proactively monitor guest behaviour in the bar areas.
- Challenge 25 and adhere to licensing laws and restrictions.
- Resolve customer issues and problems, escalating promptly to a manager when appropriate.
- Any other duties as may be reasonably required by the food and beverage management team / events managers.

• Your working day

- The majority of shifts are in the evening from 5pm and last approximately 5-6 hours (with a minimum call of 3 hours) but there is occasional work during the day.
- You will be rota-ed across Monday to Sunday (inclusive), including public holidays.

• Skills, Abilities & Personal Attributes

- Good communication skills and the ability to solve customer problems or queries efficiently.
- Be able to remain calm, positive and professional under pressure in a public-facing role.
- An interest in and enthusiasm for music and live performance and the work of the Liverpool Philharmonic.
- A team player who can work with others – skills include; communication, motivation, flexibility, positivity and enthusiasm.
- Strong numerical skills. Experience of cash and stock handling is desirable.

Key Information

• Salary

£9.90 (Real Living Wage)

• Performance Appraisal

Objectives for the post holder will be set annually by Line manager and performance will be appraised by him/her on an annual basis.

• Hours of work

This is a variable hours contract. On average, the work will be approximately 12-15 hours per week, with the exception of some periods in August when the hall is closed.

You will be expected to start in the role beginning September

Working hours will primarily be evenings after 5.00pm, including weekends and bank holidays. Some daytime availability is desirable.

• Holidays

You will accrue annual leave at a rate of 12.07% per hour. These will be taken at times agreed with your line manager.

• Pension

Liverpool Philharmonic operates a Group Personal Pension Scheme whereby employees can elect to join and enjoy employer contributions. In accordance with the Pension Act 2008 all qualifying employees will be auto enrolled into the Group Personal Pension scheme.

• Period of Notice

The notice period for the termination of the contract of employment will be one week.

• How do I apply?

You can apply online or attend our Open Day (see details on the next page).

How to Apply

Please [click here](#) to submit your application.

You will be required to input your personal details and then asked to attach documents.

Please submit the following information together in **one** document:



a CV which doesn't include any personal details such as your name, date of birth, gender, address or phone number.



A maximum of 200 words detailing how you meet the requirements of the job.

To finalise your application you are also required to complete our Equal Opportunities Monitoring Survey. Please [click here](#) to complete this.

If you require any support with this process, please contact recruitment@liverpoolphil.com

Applications are due by 12 noon on 2nd August 2022. All applicants must have the right to work in the UK.

Interviews

Interviews will be held 3rd - 5th August 2022.
Start date will be w/c 23rd August 2022

Open Day

If you don't want to apply online, come along to Liverpool Philharmonic Hall on our Open Day on Thursday 4th August from 1pm – 8pm. Please bring a copy of your CV with you. Please arrive via the front entrance on Hope Street.

Equal Opportunities Statement

Liverpool Philharmonic is committed to striving to represent modern Britain in all its diversity. Liverpool Philharmonic is committed to equality of opportunity and welcomes applications from all suitably qualified candidates, irrespective of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. In seeking to be representative of the Liverpool city region, applications from members of minority ethnic groups are particularly welcome as they are currently underrepresented within the creative industry. The appointment will be made on merit with independent assessment, openness and transparency of process.

LIVERPOOL PHILHARMONIC

Royal Liverpool Philharmonic
Liverpool Philharmonic Hall
Hope Street
Liverpool L1 9BP

Box Office: 0151 709 3789

The work of Liverpool Philharmonic is supported by:



Liverpool
City Council

Culture
Liverpool



Supported using public funding by
**ARTS COUNCIL
ENGLAND**