



JOB DESCRIPTION

Bar Duty Manager - FRINGE 2024

JOB TITLE:	Bar Duty Manager
REPORTS TO:	Bar Managers // Operations Manager
RESPONSIBLE FOR:	Bar Supervisors // Bar Assistants
LOCATION(S):	GB Fringe Venues in Edinburgh
CONTRACT:	PAYE
ENGAGEMENT PERIOD:	22 July - 04 September
RATE OF PAY:	£13.50 per hour



CONTEXT

Gilded Balloon is one of Scotland's leading producers of live comedy and entertainment. The company started in 1986 and has been producing shows and operating venues at the Edinburgh Festival Fringe and year-round in Edinburgh ever since. In 2024 we will return to the festival to operate two main venue hubs: Patter House, which hosts 10 performance spaces alongside a bar and events space, and the Auditorium in the world-renowned National Museum of Scotland, with its own bar and outdoor seating area. Each year our programme highlights the very best in comedy, theatre, music, drag and more attracting audiences from all over the world.

ABOUT THE ROLE

As the Bar Duty Manager, you will play a pivotal role in ensuring the smooth and efficient operation of Gilded Balloon's bars. You have significant experience in the hospitality industry, with a strong understanding of bar operations. Your leadership abilities are impressive, and you excel at motivating teams to achieve their best. Adaptability and multitasking are your strengths, allowing you to thrive in dynamic and fast-paced settings. You possess excellent problem-solving skills and can handle any challenge effectively. A big plus if you've got experience working in a theatre/comedy or festival setting or experience of working with a range of acts and performers. This fast-paced, public-facing position requires stamina, multitasking skills, and the ability to lead others by setting the standard for exceptional customer service.

DUTIES INCLUDE:

- Manage daily operations of the bar, including scheduling, inventory management, and cashing up.
- Uphold high standards of customer service and satisfaction, handling inquiries and resolving issues promptly and professionally.
- Enforce safety and hygiene protocols to ensure a clean and secure environment.
- Track inventory and report to the Bar Manager any requirements to ensure supply meets demand.
- Promote Gilded Balloon events and special offers to drive foot traffic and increase sales.
- Lead and motivate staff members to deliver exceptional service and uphold our brand standards.
- Complete daily end of shift reports and reporting to Operations Manager throughout the Fringe.
- Management and implementation of all POS till systems ensuring they operate as efficiently as possible and within budget.
- Act as a key holder, opening or closing the building according to GB processes.
- Play an active role in the vibe of the bar, overseeing the transition from day to night
- Welcoming any late night acts programmed in the venue, acting as the main liaison between themselves and Gilded Balloon.
- Be the a key point of escalation for customer issues
- Engage actively with the Gilded Balloon programme, watching shows and supporting GB artists



WHAT WE ARE LOOKING FOR...

- Previous experience in a similar role within the hospitality industry.
- Personal Licence holder
- Strong leadership and communication skills.
- Ability to multitask and problem-solve in a fast-paced environment.
- Knowledge of inventory management and sales analysis.
- Flexibility to work evenings, weekends, and holidays as needed.
- Be enthusiastic, motivated and hardworking with a passion for the arts
- Able to work well under pressure
- Good communicator
- Excellent timekeeping skills.
- Interest in providing an excellent level of customer service
- Experience of working well in a team environment

In addition to the above, it would be nice to have...

- Experience in a similar role at a festival or arts organisation
- Demonstrated interest in the creative industries
- And of course, a sense of humour...

HOW TO APPLY...

To apply for this role, please email a CV and a cover letter of no more than a page to operations@gildedballoon.co.uk. In addition to your application, please also complete our Equal Opportunities Monitoring Form [here](#).

GENERAL RECRUITMENT INFORMATION

- All post holders will be issued a contract/agreement to sign prior to beginning work with us.
- Applicants must be 18+ and have legal right to work in the UK
- All post holders will be given training and inductions relevant to their role.
- We expect a high volume of applications for this role and advise applicants to apply sooner rather than later.
- All applicants must be free to work from 31st July – 30th August 2024 (depending on roles, the days prior may also be required for training)
- We will contact you by email or phone if you are selected for an interview. Due to the high volume of applications we will unfortunately only be able to contact those selected to attend an interview.
- Interviews will be conducted online throughout May and June.
- We are unable to contribute to accommodation, living and travel expenses.
- Gilded Balloon is an equal opportunities provider and encourages applicants from diverse backgrounds. Please get in touch if you would like a copy of our Equality, Diversity and Inclusion Policy.
- Hours will vary depending on the project period - usual working weeks in the annual cycle will require 35 hours per week and during the Festival Fringe build & event period (24 July-6 Sept) it is expected that hours required will increase although not extend beyond 48 hours on average.

JOB PERKS

- Staff pass giving access to all Gilded Balloon shows free of charge (availability dependent)
- Staff parties and events
- Discounts at Gilded Balloon bars and food vendors