**JOB OPPORTUNITY**

**Bar & Operations Manager**

**Key details**

**Job title:** Court House Bar & Operations Manager

**Location:** Based at the Court House, 16 Quay Street, Bangor (Northern Ireland) BT20 5ED

**Full time:** 40 hours per week

**Salary**: £35k+ dependent on experience

**Benefits:** 25 days annual leave (plus stat days), pension, sickness policy and flexible working

**Apply:** please emaila CV (max 2 pages) and a concise cover letter demonstrating how you meet the criteriato alison@openhousefestival.com

**Summary**

We’re looking for an enthusiastic and dedicated manager to run operations in our award winning music and arts venue, which includes managing three busy bars (two indoor and one outdoor), and leading our exceptional team of bar staff. To be considered you must have at least two years experience managing a bar, or an arts venue or restaurant with bar. A passion for hospitality and proven success in your career to date is essential.

**Background**

Open House Festival is a small independent charity, that aims to transform people and places through music and arts events and festivals. Founded in 1999 in Belfast’s emerging Cathedral Quarter it played a role in the cultural and economic transformation of post-Troubles Belfast. In 2013 it moved 15 miles along the coast to Bangor, the home of its founders, with the aim of revitalising this struggling seaside town.

In 2020 Open House took ownership of the former Court House on Bangor seafront through Northern Ireland’s first ever Community Asset Transfer. The building has charted Bangor’s changing fortunes for more than 150 years, since it first opened as a bank in 1866, until it closed its doors as a decommissioned Magistrate’s Court in 2013. We raised nearly £2m to restore this iconic Victorian listed building and transformed it into a thriving venue for arts and creative activities, with support from funders like the National Lottery Heritage Fund.

Since the Court House opened its doors in October 2022, it has established itself as one of the most exciting music and arts venues in Northern Ireland, delivering a diverse programme across art forms and genres. In its first full financial year it delivered nearly 500 events and attracted more than 43,000 audience members. It became the first Northern Ireland project ever to win the prestigious UK-wide National Lottery Project of the Year award, as well as winning the 2023 Heritage Angel Public Vote.

Open House is a registered charity, and the Court House is run as a not-for-profit venue. While we receive some public funding, the vast majority of our income is from box office and bar sales. Any surplus is reinvested into our creative and community programme. Having a distinctive, well run and friendly bar facility is critical to the success of our venue.

**JOB DESCRIPTION**

**Responsible to:** Open House Group Director

**Responsible for:** Bar supervisors / Part-time bar staff

**The Role**

We need an exceptional individual to oversee operations and run the bar function in this heritage building, now an exciting independent music and arts venue on Bangor seafront. You will lead the Court House bar team with flair and vision, to support a year-round programme of music, arts and cultural events. You will help us to maintain an outstanding reputation for our venue and contribute to the regeneration of Bangor city centre and seafront.

The venue has one outdoor and three indoor performance spaces and three bars of varying sizes. It operates under a theatre licence for alcohol, so normal hours of operation mean that the bar only serves until 11pm, unless under occasional late licences, and only opens when we are hosting events.

This will be a busy and fast paced role covering building management, bar staff management, financial sustainability and day-to-day operations. You will need to be available to work evenings and weekends, as well as daytime office hours.

Your aim will be to balance the preservation of this heritage building and the delivery of our year round programme of music and arts events with the need to reach income targets and achieve business sustainability. It will be your job to create a culture that balances an efficient and safe working environment with a friendly, welcoming, community atmosphere.

You will work as part of the Open House Team, liaising with the Finance Manager, the Events Manager and the Development Director, and reporting directly to the Open House Group Director.

**Key tasks will include:**

* Responsibility for the smooth and effective management of all bar functions.
* Managing and motivating a team of bar supervisors and staff, including training, rotas, attendance, holidays, sickness and recruitment.
* Excellent two-way communication with the staff team, leading regular team meetings, evaluating staff performance and providing direction or additional support.
* Ordering from and liaising with drinks suppliers, and managing, rotating and accounting for stock
* Liaising with the external stocktaker, reviewing stock reports and implementing any follow up actions.
* Managing the financial aspects of the bar including cash management, daily reporting, invoicing, spreadsheets, setting and meeting weekly, monthly and annual financial targets in conjunction with the Finance Manager
* Analysing bar performance data and producing reports to feed into forecasts, budgets, bar income targets and business plans, in conjunction with the Finance Manager
* Planning for future development in line with business objectives including working with senior management team on short and long term corporate business plan
* Lead on excellent customer service to ensure an outstanding level of care and a safe, inclusive and welcoming venue for audiences and performers
* Managing all operational and legal aspects of the bar including Health & Safety and Fire Safety checks and recording, managing inspections relating to alcohol and performance licencing, food hygiene and liaising with Building Control, local authority and Police where required.
* Reviewing and updating polices in line with changing legislation, and ensuring that all Court House policies and procedures are enforced including energy efficiency, equality of opportunity, child protection and safeguarding, diversity etc.
* Delivering building management and maintenance plan including upkeep of event spaces.
* Act as a key holder and be responsible for opening and closing of the venue as needed.

**Essential criteria**

* At least two years’ experience managing a busy bar, an arts venue with bar, or a restaurant with bar (not just a supervisory role)
* Experience of building or venue operations including health & safety legislation.
* A keen interest in the drinks industry and be highly knowledgeable about beers, artisan spirits and wines.
* Strong leadership skills with experience of recruiting, motivating and inspiring a performance and customer service-driven, cohesive team of bar staff
* Good computer literacy, knowledge of EPOS, Touch Office or similar Point of Sales systems.
* Commitment to delivering the organisation’s policies on equality, diversity and best value in all aspects of its activities, both internally and externally.

**Preferred skills and experience**

* Be familiar with the terms and conditions of operating a theatre licence
* Experience or knowledge of working within a music, arts or cultural venue
* Driving licence and access to a car or resident close to the business

**How to apply**

Closing date for applications is Friday 30th August. HOWEVER, we reserve the right to close to applications early if we fill the position before this date.

Please email alison@openhousefestival.com attaching a concise CV (max 2 pages) and a short, succinct cover letter demonstrating how you meet the key responsibilities of the job and any additional information that shows why you are the right candidate for this position. Or request a phone call if you would like to discuss this opportunity in more detail.

**Equality of opportunity**

Open House is an equal opportunities employer and does not discriminate on the basis of perceived religious or political affiliation, sex, sexual orientation, marital status, disability, colour, race or ethnic origins.