



NEW VIC

**Bar Manager
Information pack
November 2025**

Welcome

Thank you for your interest in the post of Bar Manager at the New Vic Theatre.

Do you have at least 3 years experience in bar and cellar management working in a fast-paced environment? Do you have good customer service, admin skills, and the ability to problem solve? If so, then we want to hear from you.

This role will include shifts of daytime and evening work Monday-Saturday and hours are scheduled on a rota basis.

The deadline for applications is **Friday 21 November 2025 at 10am**. Interviews will be held on **Friday 28 November 2025**.

We hope that this pack will answer all your questions but if there is anything else you would like to know about the role or working at the New Vic, please do get in touch on 01782 381371 or by email at recruitment@newvictheatre.org.uk



Bar Manager

Contract

This role is offered on a permanent contract of 160 hours per rolling 4-week period (average 40 hours per week).

Salary

The salary for the post is £28,219 per annum.

Hours of work

Working hours are scheduled on a rota basis working 5 out of 6 days per week, but not Sundays. All employees are expected to work some evenings and Saturdays, and due to the nature of the business some flexibility is required.

Where the number of hours worked in any 4 week period exceeds the contractual hours then time off in lieu at single time will be given.

In 4 weeks periods where less than the contracted hours are worked, owed TOIL must be reduced by the number of hours not worked. TOIL may not be carried forward from one year to the next.

Your meal breaks are unpaid.

Holiday Entitlement

The annual holiday entitlement for this post is 20 days plus bank holidays. Holiday increases after 3 and 5 years continuous service.

The holiday year runs from 1 April to 31 March.

Probationary & Notice Period

The probationary period for this post is 6 months. The notice period during the probationary period is 2 weeks. Following successful completion of the probationary period the notice period is 4 weeks.

General

All eligible staff are automatically opted in for the New Vic's basic pension scheme under auto enrolment legislation.

All offers of employment are subject to the candidate being able to provide suitable proof of their eligibility to work in the UK and references.

Work Location

The role will be based at the New Vic.

Bar Manager Job Description

Responsible to: Head of Catering

Responsible for: Assistant Bar Supervisor and Casual Bar Staff.

Job Purpose: The Bar Manager is responsible for the effective running of the bar, ensuring customer satisfaction by maintaining an exceptional standard of service and professionalism whilst achieving profitability in line with budget.

You will be expected to hold a valid personal licence, deputise for the Designated Premises Supervisor and have significant responsibility for ensuring legal compliance with the Licensing Act 2003.

Customer Care/Service

- Undertake all regular bar duties, including serving customers and cash handling whilst maintaining the highest level of customer care.
- Maximize performance whilst setting standards of quality of service.
- Ensure high standard of cleanliness throughout the bar area.
- Communicate effectively and cooperate with other departments at all levels where necessary.
- Be proactive in maximizing sale and generating revenue.
- Respond positively to resolve any customer complaints should they happen.

Bar Management

- Maintain the cleanliness of the lines and ensure the cellar is well maintained.
- Manage stock rotation, orders and deliveries, including placing all orders, delivery checks and deal with discrepancies.
- Ensure bar equipment is regularly checked, maintained and repaired where necessary.
- Ensure that the department complies with all legal requirements including fire, health & safety, licensing and employment.
- Ensure the security of stock and cash inline with company policy.
- Support monthly stocktakes with the external stocktaker.
- Ensure line checks are done on a daily/weekly basis.
- Ensure waste is accurately monitored and recorded, and implement measures to reduce waste to a minimum.
- Maintain and update EPOS units as required.

Reporting

- Daily reconciliation of tills in the bar and restaurant.
- Provide reports via the till and stocktaking systems as may be required.
- Support the Head of Catering with the recording of stock movement and internal charging.
- Report any maintenance issues to the Head of Catering.

Staff/Supervising

- With the Head of Catering, be responsible for drawing up rotas and providing payroll information for all bar staff, ensuring that the department is appropriately staffed at all times.
 - Supervise all bar staff, including the Assistant Bar Supervisor, giving instructions in a clear and concise way.
 - Delegate and manage distribution of workload effectively.
 - Support the Head of Catering with the recruitment, induction, training and performance management of Bar staff.
 - Ensure appearance of bar staff is in accordance with company policy.
 - Lead by example to other staff.
 - Closely liaise with the Assistant Bar Supervisor to ensure the bar runs smoothly at all times.
- Contribute towards making the New Vic a more sustainable organisation and improving environmental performance.
 - Be an advocate of the theatre and act always in the best interest of the New Vic.
 - Duties may involve having access to information of a confidential nature which may be covered by the General Data Protection Regulation. Confidentiality must be maintained at all times.
 - Any other duties as may reasonably be required that may assist the company in achieving its business objectives. Such tasks will not be of an unreasonable nature and shall be commensurate with the level of the post.

Other

- Support the Restaurant Supervisor and kitchen staff with the day to day running of the Catering operation, as required.
- Be proactive in maintaining knowledge of licensing and legislation requirements.
- Attend departmental and company meetings as required.
- Attend training as required.
- Comply and contribute to all company policies and procedures including Health and Safety, Equal Opportunities, Safeguarding and Data Protection.

Person specification

These are the qualities we are looking for in our Bar Manager.

Essential Criteria

- 3+ year's experience in Bar Management working in a fast-paced environment.
- Hold a personal licence or be eligible to apply and willing to undertake training for one
- Experience of cellar management including cask ales.
- A proven record of delivering high quality customer care.
- Experience of preparing and issuing staff rotas.
- Experience of placing orders and liaising with suppliers.
- Experience of cash handling and cashing up.
- Ability to deal with the public in a calm and confident manner.
- Excellent communication and problem solving skills.
- Good admin and IT skills, including an understanding of Microsoft Office (Excel, Word, Outlook and Teams).
- Ability to work on own initiative, as well as part of a team.
- Ability to work flexible and unsociable hours.

Desirable Criteria

- Be willing to undertake a DBS check.
- Knowledge of ResDiary.
- Restaurant / Café experience.
- Experience in stock-taking.
- Interest in theatre and the arts.



**'Staffordshire's New Vic proves what a regional theatre
with ambition and imagination can do'.
The Guardian**

The New Vic is unique. The first purpose-built theatre-in-the-round in Europe and a ground-breaker in the integration of professional theatre- work with an extensive community and education programme, we make theatre that is valued by local audiences and recognised nationally and internationally.

We believe in the power of theatre to change lives. We also believe that everyone should have access to great theatre and on average 180,000 people visit the New Vic each year.

The New Vic has forged a national reputation for producing first class theatre. We have a full in-house creative team, including costume, scenic workshops, lighting, sound and design.

Our extensive community and education programmes reach over 25,000 people annually, with award-winning New Vic Borderlines, and New Vic Education departments ensuring we are key to the cultural life of the region. Alongside this the theatre leads Appetite, an Arts Council England Creative People & Places programme, to engage more people in Stoke-on-Trent and North Staffordshire in the arts.

The New Vic is a registered charity with a turnover of £5 million and operates thanks to a unique partnership between Arts Council England, Newcastle-under-Lyme Borough Council and Staffordshire County Council.



Applying

The New Vic aims to attract, develop and retain the best talent for all roles and will always appoint based on merit. We consider that diversity is good for the art we make, good for artists, good for audiences, and good for the cultural sector.

The New Vic is an equal opportunities employer. We value diversity in our workforce and positively encourage applicants from all sections of the community, particularly applicants under-represented across the arts workforce, especially applicants with a disability, applicants who are LGBTQIA+ or applicants of African or Caribbean heritage, South, East and South-East Asian heritage or anyone who experiences racism.

How to apply

Please forward your CV and a covering letter explaining why you think you would be suitable for this role and how your skills match the person specification to recruitment@newvictheatre.org.uk using the subject line

Bar Manager, or post them to Administration Department, New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG.

The deadline for applications is **Friday 21 November 2025 at 10am.**

Interviews will be held on **Friday 28 November 2025.**

We want to make sure that our application process is accessible to everyone, so please do tell us if you need any of this information in another format (e.g large print, audio).





New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG Stoke-on-Trent & North Staffordshire Theatre Trust Ltd. Company registration number: 911924. Charity registration number: 253242. The New Vic Theatre operates thanks to partnership between the Arts Council England, Newcastle-Under-Lyme Borough Council and Staffordshire County Council.