



FUTURE YARD

ROLE + RESPONSIBILITIES

Job title:	FUTURE YARD VENUE TEAM MEMBER
Job Purpose:	<p>To ensure the proper function of the venue in line with Future Yard processes, and offer a high quality customer service experience to anyone who may enter Future Yard.</p> <p>To undertake your responsibilities in a manner consistent with Future Yard's Mission & Values (link).</p>
Reporting to:	Will Whitby (Bar Manager)
Terms and Hours of Work:	<p>We aim to offer a minimum of 18 hours per week.</p> <p>Shifts are predominantly evening and weekend based with occasional day time hours for specific tasks, special events, and daytime programming.</p>
Salary:	£12 p/h - Pay Band A

<p>Key Responsibilities:</p>	<p>As a member of the Venue Team your role will be to support the delivery of all aspects of Future Yard’s bar, kitchen, studio, and events activities. Activity can cover a number of operational areas including bars, kitchen, back of house and maintenance, and studios.</p> <p>We will use your input and guidance when allocating which area you work in, and offer the necessary training to support you in your role.</p> <p>Every person who enters Future Yard should be treated with respect and kindness. Customers should be served as quickly as possible and have the best possible customer service experience.</p> <p>The role will involve serving customers drinks and snacks, and taking food orders for the kitchen. You will be required to have a knowledge of the various drinks items on sale as well as ability to serve hot drinks using the coffee machine. The role includes opening and closing all operational bars and completing the venue close down processes after gigs and events.</p> <p>Duties in the kitchen involve preparing and serving food to customers. You will follow the opening and closing procedures for the kitchen provided to you by the kitchen manager. You will require a knowledge of basic food hygiene and allergens within the menu being served, training for which, will be provided. You may also process deliveries and perform deep cleaning tasks when required.</p> <p>The role includes assisting customers using the venue studios. You will direct studio users to the studio they have booked and assist them with any equipment they wish to borrow such as drum bits or microphones. You will also check studios after use, ensuring they are left neat and tidy for the next user.</p> <p>Back of house tasks include general maintenance within the building and garden areas, line cleaning, receiving and processing deliveries and cleaning public facing areas.</p> <p>Future Yard has a fast paced work environment with a large number of departments and teams. You should work closely with your fellow team members, treating them with respect and kindness.</p> <p>The role includes ensuring Future Yard is compliant with legal obligations in relation to fire safety, chemical safety, food hygiene regulation, crowd management, and security concerns. Training will be provided for the areas that are relevant to you and the areas you will work in.</p> <p>This list is not exhaustive. You will from time to time be required to undertake tasks outside those described, in a manner which is reasonable.</p>
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