



**ADUR & WORTHING
COUNCILS**

Person Specification

Authority:	WBC
Directorate:	Economy
Section:	Theatres
Post Title:	Team Leader Temporary one year contract
Post Number:	
Accountable to:	Bar Manager, FOH Manager, in their absence, Senior Duty Manager
Management responsibility for:	None
Authority to liaise with:	Internally: All teams within Worthing Theatres & Culture, all Adur and Worthing Council staff. Externally: Patrons and the public, event promoters, venue hirers and users of venues and suppliers

Area	Requirements	
Qualifications	Essential	Desirable
	No Formal Qualifications GCSE English and Maths grade A – C (or equivalent qualification)	NVQ Catering Supervision Food Hygiene BIIB Personal Licence Cellar Management Certificate First Aid Certificate
Knowledge & Experience		
Administrative	Experience of team Supervision A strong understanding of the retail side of catering business Proven experience of stock Control Experience of adherence to food and drink legislation Experience of record keeping complying with legislation Strong customer care Experience	Customer Care training Experience of developing and delivering staff training and induction processes

	Experience of supervising or leading a team in a customer focused catering role Knowledge of merchandising and sale techniques	
Skills		
Communication/ relationship	Excellent communication and interpersonal skills to ensure first class service is delivered Ability to develop effective working relationships An excellent motivator and team player whilst also able to work on own Able to give clear instructions to other staff Able to supervise and inspire staff to strive for and achieve full potential	
Analytical/ judgmental	Able to prioritise own and teams workloads Ability to use effective judgment when dealing with difficult situations.	
Planning/ organisational	Ability to work to tight deadlines whilst ensuring a high quality service Ability to work on own initiative and make decisions	
IT	Experience of working with Microsoft Word, PowerPoint & Excel or Google packages	Google apps
Abilities		
Physical	Be clean, smart and have a presentable appearance Able to work shifts standing on feet and walk between venues	
Mental	Able to respond quickly and efficiently to unplanned situations Be reliable and have a passion and pride in work	
Emotional	Able to keep calm when under pressure or when dealing with challenging situations	
Working conditions / Style	Be able to work varied shift patterns with regular evening and weekend working	
Other:		
<ul style="list-style-type: none"> • <i>Interest in theatre, live entertainment and film</i> 		

Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	
Line Manager (Print name):	
Signature:	
Date:	
Executive Head of Service (Print name):	
Signature:	
Date:	