



## **SUPERVISOR- GROW HACKNEY**

**START DATE:** March/April 2024

**LOCATION:** Hackney Wick (E9 5LN)

**SALARY:** £12.75 ph, moving to £13.90ph from 1 May 2024

**RESPONSIBLE TO:** Duty Shift Manager (DSM) whilst on shift & General Manager

**RESPONSIBLE FOR:** Venue Team whilst on shift (working with a DSM)

**ANNUAL LEAVE:** 5.6 working weeks this includes bank holidays (this is calculated pro-rata)

**BENEFITS:** Contributory pension scheme; flexible working, meals on shift, complimentary entry events; discount at Grow's bar/kitchen, plus training and development opportunities

## **ABOUT GROW HACKNEY**

GROW is an independent and grassroots cultural space with international impact, based in Hackney Wick. The venue includes busy bars, kitchen and indoor and outdoor areas from which people enjoy good food, drinks and cultural and community events throughout the day into the night. Since opening in 2014, our aim is to extend opportunities for people to enjoy a creative and nurturing environment whilst exploring ecological and social sustainability. We are an accredited Hackney Nights Venue and part of an ecosystem of artist and maker spaces and a working yard called Grow Studios. 2024 is our 10th anniversary year.

## **WHAT WE'RE LOOKING FOR**

You'll have experience working in the hospitality industry at supervisory level. You will be someone who has the passion and commitment to ensure that every customer's experience of GROW is of the best quality, unique, interesting and memorable and one which they will recommend to others, as well as being responsible for the safety and welfare of customers, the team and venue itself whilst on shift.

It's GROW's 10th anniversary year and will be joining a team during a period of growth and development and whilst we need someone experienced to do this justice, we can provide professional development to support the right candidate to achieve the goals set.

This role involves evening and weekend shifts and we're looking for someone who enjoys working in a busy hospitality environment and cultural events.

## **WHAT CAN WE OFFER?**

- A friendly core team who are passionate about the space, cultural provision and sustainability - you will be part of lots of high quality music cultural/community experiences whilst on shifts!
- 1 vegan/veggie meal when on 6+ hour per shift
- Access to free live music events with discounts on food and drink
- Grow is an equal opportunities employer, committed to building a diverse workforce and welcomes applications from all individuals
- Access to professional development opportunities, including industry seminars, workshops, or specialty certifications, including specialist wine, cocktail and beer training to develop knowledge and skills and hone your craft

## **RESPONSIBILITIES**

### **BAR**

- Supervision of bartenders, serving customers drinks, making drinks to specifications
- Proficiency in using specific bar equipment and technology
- Ensure bar (and surrounding area) is kept clean and in line with H&S
- Ensure agreed checklists are all actioned and signed
- Ensure the cellar is safe and support upkeep of Fire Safety and COSHH
- Open or close the venue (when responsible for the first or last shift)
- Ensure the app and till are up-to-date with products/information
- Clearing glasses and keeping the venue tidy at all times
- Assisting the venue in all areas eg if the bar is not busy, i.e running drinks, acting barback and assisting food runners
- Responsible for inventory management, including restocking bar supplies and ingredients
- Participation in performance-based incentives, such as sales targets or customer satisfaction scores
- Adhere to health and safety guidelines, including cleaning protocols and emergency procedures
- Work collaboratively with kitchen staff and events team for seamless service delivery
- Open or close the venue (when responsible for the first or last shift, when required)
- Uphold the obligations of Grow's Premises License

### **TEAM**

- Supervising the bar team from start to finish of shift - motivating, training, being mindful of welfare
- Conduct regular performance reviews and provide constructive feedback
- Manage service efficiently during peak times to maintain high-quality standards and efficiency.

### **PATRONS/BOOKINGS**

- Ensure the H&S of all patrons is paramount at all times
- Ensure patrons are welcomed, reservations are managed and sharing product knowledge and gracefully handle any complaints
- Engage in community environmental efforts to promote sustainability

### **OTHER**

- Attending meetings and training when required
- Available to cover shifts when people are unable to work
- Everyday attitude in line with the values of an experiment in ethical and sustainable business
- To undertake any other specific duties that might be reasonably required of the post-holder
- All activities and duties to be carried out to the highest standard and in line with the company values, standards and procedures
- Role include lift moderate weights (e.g. kegs) full training will be provided
- Comfort working in a fast-paced and dynamic event environment



## HOW TO APPLY

Please email a CV and a covering letter to let us know your interest in the role and relevant skills and experience to [pete@growhackney.co.uk](mailto:pete@growhackney.co.uk). Please ensure to state the number of hours you are looking for and confirm availability evenings and weekends.