



Troubadour
THEATRES

TROUBADOUR CANARY WHARF THEATRE LTD

BAR MANAGER

JOB DESCRIPTION

REPORTING TO: Theatre Manager / Deputy Theatre Manager

LOCATION: Troubadour Canary Wharf Theatre, Water Street, Canary Wharf, E14 5GX

CONTRACT TYPES: Full time, 40 hours per week across 5 out of 7 days Monday - Sunday, including evenings

SALARY: Circa £35,000 D.O.E.

Troubadour is a company which specialises in large-scale installation venues. We build and operate go-to destinations that are fully flexible, contemporary and with the ability to showcase world-class entertainment whilst providing a greater experience for all.

We're seeking an experienced, hard-working and motivated Bar Manager, to oversee our busy bar operations at our brand-new Troubadour Canary Wharf Theatre, due to open in late October 2025. This role will work closely with the Theatre and Deputy Theatre Managers, Front of House Manager, Restaurant Manager and supervisors with the ethos of making Troubadour Theatres a go to destination for productions, hirers and events companies alike.

The right candidate will be excited to join a dynamic team in a unique venue, offering an exceptional experience to our customers. You will have a great attitude - leading from the front and creating a positive atmosphere of hard work, fun, trust and professionalism for the bar department.

STAFF MANAGEMENT

- Line management of the Hosts, Duty Managers and Supervisors.
- Own the recruitment, appraisal and performance reviews of the Front of House team as required, including contract delivery and right to work checks.
- Support with the planning and delivery of training for all FOH staff.
- Implement development plans with promising individuals to retain and promote talent within the company.
- Run incentive initiatives and motivate staff to maintain morale and increase sales.
- Perform investigations, disciplinaries and grievance meetings when needed according to best practice and Troubadour Theatres policy.

DUTY MANAGEMENT

- Duty manage 3 performances per week, leading the venue, theatre and bar teams, as well as security, ensuring standards of service are maintained at all times. This may increase during peak performance weeks or to cover holiday.
- Designate daily roles and responsibilities, ensuring all duties are completed successfully.
- Oversee the visitor experience operation and all guest activities during public hours, enforcing and upholding all relevant policies and procedures, in particular those relating to relevant health and safety and licensing regulations.
- Assist the bar and merchandise sales team to ensure that customers are served in an efficient, warm and professional manner.
- Conduct emergency drills, ensuring all staff are prepared in case of evacuation, lockdown, first aid scenario, show-stop or cancellation.
- Respond to all escalated guest queries and complaints, endeavouring to resolve as much as possible whilst on shift.
- Effectively communicate any shift actions onwards to the Theatre Management, Technical & Facilities Manager or Box Office Management.
- Liaise with the resident production company and accommodate their needs where possible.
- Duty manage bespoke events as required, including private hires on dark days of the resident production.
- Undertake any other duties as reasonably required.

BAR

- Full engagement in back-office operations but also the ability to be a hands-on manager, leading from the front in motivating staff to in delivering excellent visitor experience at all times.
- Maintain good H&S / HACCP practices, including working environments, licencing and food handling and ensure that the team adheres to all H&S legislation and that all mandatory training is completed on time.
- Maintain a good level of profitability and drive the business to meet budgets.
- Demonstrate a good working knowledge of products and understand key perfect serves.
- Report on the daily bar operations and takings to the Theatre Managers.
- Continuously keep the drinks menu up to date in line with the bar's concept and season.
- Work closely with the Front of House Manager and Restaurant Manager to ensure standards are maintained across the venue.
- Carry out all inventories and stock orders to reduce waste and improve margins, ensuring correct stock management processes are followed by the team.
- Implement systems for best practices on opening and closing the bars.
- Work with Theatre Managers for private hires to create drinks packages for events.
- Oversee all aspects of the Bar operation during performances/events/general service.

ADMINISTRATION AND FINANCE

- Ensure bar sales records are reviewed daily, working closely with the suppliers to reconcile discrepancies and run the bar operation.

- Complete and check daily / weekly payroll, ensuring all data is accurate for the finance team.
- Assist the Front of House and Restaurant Managers with the maintenance and upkeep of the till and PDQ systems.
- Oversee the merchandise management, ensuring good stock control, ordering systems and profitable margins, developing relationships with suppliers.
- Creation of a monthly staff rota for all the FOH team, effectively managing holiday entitlements, taking into account budgets and forecasts.
- Maintain shared email inboxes, ensuring all emails are redirected/responded to quickly and efficiently.

HEALTH AND SAFETY

- Ensure all Health and Safety policies and systems are followed, taking responsibility for employees and customers visiting the venue.
- Maintain accurate reporting of accidents and near miss incidents.
- Take a key role in creating and updating the emergency evacuation procedures of the venue.
- Act as a first aider for the venue, ensuring the first aid provision is regularly checked and maintained.
- Periodically review the licensing training for all employees and ensure compliance with the licensing objectives and all premises license requirements.

PERSON SPECIFICATION

REQUIRED:

- Experience of working in a supervisory or management role.
- Confident, enthusiastic, professional and self-motivated.
- Ability to work under pressure and stay calm as well as prioritise tasks and use initiative.
- Clear and effective communication skills with an ability to engage with individuals and groups.
- The ability to work flexible shifts, weekends and late evenings on a consistent reliable basis.
- Accuracy and attention to detail.
- Excellent timekeeping skills.
- H&S qualification.
- Over 18 years old.

DESIRABLE:

- Valid First Aid qualification.
- Previous experience of a similar role and interest in theatre and the arts.

To apply, please send a CV and a covering letter to jobs@troubadourtheatres.com

Applications will close at 10am on Friday 8th August 2025.

Interviews will be held between 12th – 14th August 2025.