



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. 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.
- Owning the recruitment, appraisal and performance reviews of the bar team as required, including contract delivery and right to work checks.
- Supporting with the planning and delivery of training for all bar staff.
- Implementing 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.
- Performing investigations, disciplinarys and grievance meetings when needed according to best practice and Troubadour Theatres policy.

DUTY MANAGEMENT

- Duty manage 3 performances per week, this may increase during peak performance weeks or to cover holiday.
- As Duty Manager, lead the venue, theatre and bar teams, as well as security, ensuring standards of service are maintained at all times.
- Designate daily roles and responsibilities, ensuring all duties are completed successfully.
- Oversee the FOH 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.
- Assisting the bar and merchandise sales team to ensure that customers are served in an efficient, warm and professional manner.
- Conduct thorough emergency drills, ensuring all staff are prepared in case of evacuation, lockdown, first aid scenario, show-stop or cancellation.
- Duty manage bespoke events as required, including private hires on dark days of the resident production.
- Responding to all escalated guest queries and complaints and endeavouring to resolve as much as possible whilst on shift before the guest leaves.
- Effectively communicating any shift actions that may need to be communicated onwards to the Theatre Management, Technical & Facilities Manager or Box Office Management.
- Liaising with the resident production company (Company Manager, Stage Manager) and accommodating their needs where possible.
- Undertaking any other duties as reasonably required.

BAR

- Full engagement and involvement in back-office operations but also the ability to be a hands-on manager, leading from the front.
- Recruiting, onboarding, inducting, and training new employees into the company.
- Reporting 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.
- Maintain a good level of profitability and drive the business to meet budgets.
- 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 constantly followed by the team.
- Implement systems for best practices on opening and closing the venue.
- Creating staffing schedules.
- Work with Theatre Managers for private hires to create drinks packages for events.
- Attending regular venue meetings.
- Oversee all aspects of the Bar operation during performances/events/general service.
- Lead Bar briefings to inform and motivate 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.
- Demonstrate a good working knowledge of products and understand key perfect serves.

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.
- Assist in the creation of a weekly staff rota for all the bar staff, 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

- Ensuring all Health and Safety policies and systems of working are followed, reporting any breaches to the Theatre Manager.
- Maintaining accurate reporting of accidents, incidents and near misses using the theatres reporting system.
- Taking responsibility for Health and Safety of employees and customers visiting the venue.
- Take on a key role for creating and updating the emergency evacuation procedures of the Venue.
- Act as a first aider for the venue, and ensure the first aid provision is regularly stocked and checked monthly.
- Periodically review the licensing training for all employees and ensure compliance with the licensing objectives and all premises license requirements.

PERSON SPECIFICATION

REQUIRED:

- Experience in managing and developing bars.
- Confident, enthusiastic, professional and self-motivated.
- Ability to work under pressure and stay calm as well as prioritise tasks and using initiative.
- Excellent presentation skills and ability to speak to large groups.
- The ability to work flexible shifts, weekends and late evenings on a consistent reliable basis.
- Good, clear verbal communication skills with a confident ability to engage with both individuals and groups.
- 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 in an arts organisation.
- Interest in theatre & the arts.

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

Applications will close at 10am on Friday 6th March 2026.

Interviews will be held on a rolling basis and this job ad may close early, subject to the hiring of a suitable candidate.