

# OSO Arts Centre - Barnes



## Barnes Community Arts Centre – Theatre, Café & Bar Chef & Supervisor

Many thanks for your interest in this exciting role at the OSO Arts Centre in Barnes, SW London.

Located in an idyllic setting on Barnes Green, we offer a lively Café by day, overlooking the Green, which converts to a Bar on performance nights and during private events and parties. The Café supports the daily classes/workshops, local residents and park users alongside the theatre which offers a varied programme of arts and cultural events with the main focus on professional theatre. The venue is highly flexible, comprising three performance studios that can open out to one large space giving a maximum venue capacity of 150.

The Cafe, which has a loyal local following, currently offers a wide range of eclectic food and drink throughout the day including homemade soups, salads, quiches and sausage/mushroom rolls. We also offer occasional themed evening dining experiences under our OSO Dining Room events; these are incredibly popular and always sell out very quickly.

Established as a charity, the OSO is guided by a Board of Trustees. The Trustees appoint a General Manager who has overall operational responsibility for the venue, supported by the Artistic Director and Café Manager & Cook. The activities of the OSO are also supported by an excellent team of staff and volunteers.

This role will suit someone with lots of enthusiasm, great customer care and an eye for detail and creativity in the kitchen to run our busy Café/Bar, leading a small team, designing menus that excite existing customers and attract new customers. Responsibilities also include ensuring high levels of food and kitchen hygiene and health & safety as well as ordering from our various food suppliers. An interest in the arts is desirable.

### Experience/qualifications required:

- You must have a couple of years' cooking experience working in a café or bar;
- You must be an experienced Barista or be prepared to attend a 2 day training prior to recruitment (paid by us); and
- You must hold a valid Level 2 food hygiene certificate (or be prepared to attend training and pass prior to commencement of employment).
- You must hold a First Aid qualification; or be prepared to complete and pass within first 3 months of employment
- You will be required to pass a Disclosure and Barring Services (DBC) Check

The role is enormously rewarding; you will be part of a close-knit team and develop a real feeling of personal ownership of the OSO Café and Bar and be key in continuing to take it to the next level. There is plenty of scope for you to put your own personal stamp on the Cafe/Bar by coming up with new and exciting ideas to improve it. For further detail, please refer to the Job Description below.

We plan to proceed quickly and would happily arrange to meet over a coffee to discuss this post prior to interviews. If you now wish to apply formally for the role, please send your CV with a covering letter to the General Manager, at [info@osoarts.org.uk](mailto:info@osoarts.org.uk) no later than close of play on 28 February 2025. If selected for an interview you will be asked to prepare a simple dish to demonstrate your culinary skills as well as to talk through your ideas for our Café and Bar.

Lisa Ross  
General Manager  
OSO Arts Centre

# Theatre, Café & Bar Chef & Supervisor Job Description

## **Areas of Responsibility**

### 1. Customer Care and Experience

- Providing an excellent professional customer experience at all times, creating a high level of customer satisfaction, so customers are keen to return
- Being polite with an engaging personality and exceptional listening and communication skills
- Being very familiar with the current programme of theatre, activities and the Café menu to ensure that you can talk knowledgeably, and enthusiastically, to customers
- Ensuring the Café/Bar, Theatre, Studios and WCs are clean and well-presented at all times by carrying out regular building checks and cleaning, including the WCs, throughout the day
- Dealing with any customers' enquiries sensitively and professionally, with the primary objective of ensuring the customer is still keen to return and maintaining our reputation in the local community

### 2. Menu Planning and Cooking

- Ensuring we are offering an attractive menu, which appeals to our existing clientele, but also coming up with new and innovative ideas to attract new customers
- Preparing and serving food to include breakfast, lunch, children's teas and quick pre-theatre meals and snacks
- Presenting the food and drink in an attractive and appealing way with a view to capturing increased sales

### 3. Ordering

- Ordering all food, drink and non-food products for the Café and Bar with support from our volunteers
- Building relationships with our suppliers to ensure we receive the best quality and value possible
- Keeping up with new products, trends and suppliers to ensure we offer exciting new foods to compete with the many other food outlets in the area

### 4. Food Hygiene and Cleaning

- Ensuring that high standards of cleanliness are maintained at all times in the Cafe/Bar, kitchen and WCs, in accordance with OSO procedures
- Ensuring appropriate cleaning, and maintenance, of all kitchen equipment as well as determining what equipment the kitchen needs
- Complying at all times with food hygiene and health & safety procedures and providing appropriate training to, and managing, the Cafe/Bar team in this regard

### 5. Financial

- Continuously working towards increasing sales and service
- Working with the General Manager to take the Café and Bar to the next level of income, to include suggestions in setting prices which ensure a good profit margin while also being competitive with other local establishments

### 6. Marketing

- Understanding the shows/events and the expected audience numbers so as to anticipate food/drink requirements
- Increasing the Café and Bar usage by working with the Management Team to ensure the local community knows what is on offer
- Engaging with customers at the point of sale to ensure they know what else is on offer with a view to cross-selling other food/drinks on offer
- Responding to levels of sales in relation to certain dishes to ensure high sales figures
- Having full knowledge, along with the rest of the OSO team, of the arts programme and what's on so that you are able to talk knowledgeably and enthusiastically about, and promote, shows to our Café and Bar users

## 7. Keyholder Duties

- Opening and closing the OSO building ensuring the building (and its contents) is secure to include a full building walk
- Being responsible for the safe evacuation of the building in emergency and calling the Emergency Services
- Being in possession of a current DBS certificate (prior to starting the role the OSO will support any candidate in obtaining a DBS certificate)

## Key Terms

- Starting salary: £25,000 – £25,500 depending on experience
- Hours of work: flexible 40 hours per week to include some evenings and weekends as required by the OSO's schedule of events
- Annual leave entitlement: as per contract