

The Leicestershire College Job Description

1. Job Details

Job Title:	Melton Theatre Bar Assistant
Department:	Melton Leisure Services Limited
Reporting To:	Theatre Manager
Competency Level:	Business Support 1
Hay Grade:	G2
Salary:	£14.84 Per Hour
Date of Job Evaluation:	TBC
Date:	March 2026

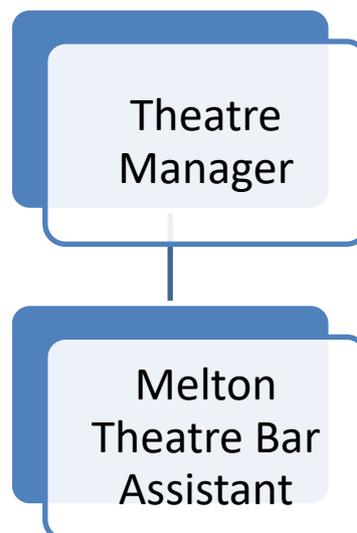
2. Job Purpose

To deliver the best possible service to all of our commercial clients and customers visiting Melton Theatre.

3. Dimensions

Not Applicable

4. Organisation chart



Name:	Job Description Template -TLC	Owner:	HR
Document Reference:	HR-TT-078	Last Review:	Aug 2025
Version:	1.0	Next Review:	Aug 2027

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5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- Delivering great customer service to our guests through serving beverages.
- Serving and sell to customers at the bar including preparing and serving drinks and working on the tills.
- Attending tables and ensuring customer satisfaction.
- Strictly adhering to food, sanitary, and safety standards.
- Following instructions & function sheets conveyed from the Events team.
- Ensuring the bar and customer areas are thoroughly cleaned, sanitised, and reset after service, including clearing waste, washing glassware, and restoring the space to operational standards.
- Restocking beverages and bar snacks, glassware, and bar supplies to ensure the bar is fully prepared for service.

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Serve customers visiting Melton Theatre.	Deliver a great customer experience to everyone who visits the theatre.
Attend tables and helping customers with any queries.	To ensure a high-level customer satisfaction.
Adhere to Food Safety Guidelines.	Food and drink served is safe for consumption.

8. Key Working Relationships and Communications

Internal: Front of house staff, Theatre Manager

External: Customers and Visitors to the Theatre

9. Scope for Impact

Not Applicable

10. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
<p>Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.</p>	<p>Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.</p>
Ensuring Financial Sustainability	Self-Awareness
<p>Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.</p>	<p>Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.</p>
Delivering Excellent Quality	
<p>Understands customer expectations; delivers consistently high quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.</p>	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Hold a Hospitality & catering NVQs or equivalent.		•	Certificates
2.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
3.	Experience serving and selling to customers.	•		Application
4.	Experience working within the Hospitality Sector	•		Application
5.	Experienced in bar and drink service, including preparing, serving, and handling beverages responsibly	•		Application
SKILLS & KNOWLEDGE				
6.	Ability to deliver excellent customer service	•		Interview
7.	Teamwork and collaboration skills	•		Interview
8.	Able to engage confidently with customers, visitors and other staff	•		Interview
9.	Understanding of health, safety, and food hygiene regulations within hospitality environments.	•		Application/ Interview
10.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
11.	Flexible and adaptable to customer needs	•		Interview
12.	Promote the College's equal opportunities policy and practices	•		Interview
13.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in March 2026 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
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