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|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>Post Title:</b><br>F&B Assistant/<br>Café Assistant/<br>Bar Tender | <b>Location Base:</b><br>Bournemouth International Centre<br>& The Bournemouth Pavilion<br>Theatre | <b>Reporting To:</b><br>Hospitality<br>Operations Manager |
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### About BH Live

**Champions of community engagement, health and wellness across Dorset, Hampshire, and London.**

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

[bhlive.org.uk](http://bhlive.org.uk)

### Summary of role

To work as an integral member of the hospitality team, providing an efficient and friendly customer service to our visitors.

- To provide a high-quality hospitality service.
- Collection, control and reconciliation of income in accordance with the centre's cash handling procedures.
- Prepare, cook and serve food and beverages as required.
- Attend training courses as required to meet the needs of the business.
- Maintain the venues cleanliness, in particular clean, tidy and prepare all areas associated with the hospitality team facilities, in accordance with the set cleaning schedules.
- Assist with the unloading, storing and movement of food and beverage deliveries and other provisions used within the venue.
- Assist in the maintenance of stock levels within the hospitality/bar areas and comply with related administrative duties.
- To be fully aware and adhere to the venues normal operating procedures and emergency action procedures.
- Ensure customers adhere to the venue's rules and regulations, and licensing laws.
- To have an understanding and be aligned to BH Live's values and behaviours
- You must be prepared to work as a member of a team and assist or carry out the duties of other colleagues within the venue.
- You must be prepared to be flexible in the approach to work to reflect the changing nature of the business.

### Skills and experience

| <b>Details</b>                                                                                  | <b>Criteria</b> |
|-------------------------------------------------------------------------------------------------|-----------------|
| General level of education (numeracy and literacy)                                              | Essential       |
| Experience dealing with customers                                                               | Essential       |
| An understanding of health & safety requirements                                                | Desirable       |
| Possess good communication skills                                                               | Essential       |
| The ability to work as part of a team                                                           | Essential       |
| Flexibility within the job role                                                                 | Essential       |
| Ability to remain calm in all situations                                                        | Essential       |
| Possess a positive approach                                                                     | Essential       |
| Proactive approach to customer care                                                             | Essential       |
| Be of a smart and presentable appearance                                                        | Essential       |
| Able to work unsociable hours including late nights, early mornings, weekends and Bank Holidays | Essential       |
| <b>Qualifications</b>                                                                           |                 |
| Basic Food Hygiene Certificate                                                                  | Desirable       |

**Roles and responsibilities will evolve and change over time.**

**Owner: HR**

**Date updated/date effective from: 11.06.2025**