



BARTENDER- GROW HACKNEY

START DATE: March/April 2024

LOCATION: Hackney Wick (E9 5LN)

SALARY: £12ph, moving to £13.15 on 1 May 2024 (in line with London Living Wage timeline)

RESPONSIBLE TO: Duty Shift Manager (DSM) and Supervisors whilst on shift & General Manager

RESPONSIBLE FOR: None

ANNUAL LEAVE: 5.6 working weeks this includes bank holidays (this is pro-rata)

BENEFITS: Contributory pension scheme; flexible working, meals on shift, complimentary entry events; discount at Grow's bar/kitchen, plus training and development opportunities

ABOUT GROW HACKNEY

GROW is an independent and grassroots cultural space with international impact, based in Hackney Wick. The venue includes busy bars, kitchen and indoor and outdoor areas from which people enjoy good food, drinks and cultural and community events throughout the day into the night. Since opening in 2014, our aim is to extend opportunities for people to enjoy a creative and nurturing environment whilst exploring ecological and social sustainability. We are an accredited Hackney Nights Venue and part of an ecosystem of artist and maker spaces and a working yard called Grow Studios. 2024 is our 10th anniversary year.

WHAT WE'RE LOOKING FOR

You'll have experience working in the hospitality industry and enjoy a customer facing role and a passion for delivering and serving exciting food. You will be someone with the commitment to ensure that every customer's experience of GROW is of the best quality, unique, interesting and memorable and one which they will recommend to others.

This role involves evening and weekend shifts and we're looking for someone who enjoys working in a busy hospitality environment and cultural events.

WHAT CAN WE OFFER?

- A friendly core team who are passionate about the space, cultural provision and sustainability - you will be part of lots of high quality music cultural/community experiences whilst on shifts
- Access to free live music events with discounts on food and drink
- Grow is an equal opportunities employer, committed to building a diverse workforce and welcomes applications from all individuals

RESPONSIBILITIES

RUNNING FOOD

- Ensure timely delivery of food from kitchen to patrons, maintaining optimal food temperature and presentation
- Maintain clear communication with kitchen staff and servers to ensure accurate order delivery and to promptly address any guest concerns or modifications
- Do check-backs and clean downs
- Prep, maintain and close down service areas



- Manage waste/recycled as agreed
- Adhere to allergens protocol
- Clearing glasses and keeping the venue tidy at all times.
- Assisting the venue in all areas if kitchen is not busy, i.e running drinks if necessary, acting as a barback

FOOD MENU

- Familiarise with all menu items, including ingredients and preparation methods, to accurately answer patron questions and manage allergen concerns

PATRONS/BOOKINGS/VENUE

- Welcome patrons and share information about what we do and our products
- Ensure the H&S of all patrons is paramount at all times
- Ensure venue is on point by prompt collection of dishes etc
- Work with the Supervisors and Duty Managers to ensure client satisfaction and handle any complaints
- Ensure agreed checklists are all actioned and signed
- Ensure the app and till are up-to-date with products/information
- Uphold the obligations of Grow's Premises License
- Monitor tables for cleanliness and readiness for new guests, clearing tables promptly after guests depart

OTHER

- A friendly core team who are passionate about the space, cultural provision and sustainability - you will be part of lots of high quality music cultural/community experiences whilst on shifts!
- 1 vegan/veggie meal when on 6+ hour per shift
- Access to free live music events with discounts on food and drink
- Grow is an equal opportunities employer, committed to building a diverse workforce and welcomes applications from all individuals
- Access to professional development opportunities, including industry seminars, workshops, or specialty certifications, including specialist wine, cocktail and beer training to develop knowledge and skills and hone your craft

HOW TO APPLY

Please email a CV and a covering letter to let us know your interest in the role and relevant skills and experience to pete@growhackney.co.uk. Please ensure to state the number of hours you are looking for and confirm availability evenings and weekends.