



NORFOLK **NSN** NORWICH  
FESTIVAL

**Bar Staff**

Festival Bar



**Norfolk & Norwich Festival (NNF)** shares exceptional arts experiences across East Anglia. Through our two main activities – the Festival and Festival Connect & Create – we lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, learn, work and play.

Norfolk & Norwich Festival takes place in Norwich and around Norfolk each May. The Festival programme is multi-artform, contemporary, international and audience centred. The Festival is distinctive because we collaborate with artists – from down the road and around the world – to explore the unique physical and cultural identities of our place and to make art which is meaningful to the lives of our audiences.

Festival Connect & Create (FC&C) activates creative people and cultural communities by connecting leaders, delivering interventions and sharing ideas, knowledge and experiences. We support life-long creative engagement and have a focus to improve the cultural offer for children and young people. Our networks connect teachers, artists, young people and Local Cultural Education Partnerships. We undertake place-based collaborations which give local communities a creative focus and contribute to social renewal. FC&C is a year-round initiative across East Anglia (Norfolk, Suffolk, Cambridgeshire and Peterborough).



## PROGRAMME PRINCIPLES

- **Art relevant to today**, blurring the boundaries between art forms and between art and everyday life.
- **'Festival spirit'** which we bring to our work to celebrate, to share cultural experiences and to bring our community together
- **Questions and actions about a changing world**, with a focus on: Equality, diversity and inclusion; placemaking; and environmental sustainability

## OUR GOALS ARE...

- To have more people experience and value the arts
- To hold a unique and distinctive arts festival, which supports creative practice and is valued by audiences
- To be a champion for excellence in our cultural offer for all children and young people
- To be embedded in Norfolk and Norwich and to extend our reach and influence across East Anglia and beyond.
- To be socially responsible, committed to questions and actions about a changing world
- To have a stable and adaptive business structure with diverse income streams.





# NORFOLK NSM NORWICH FESTIVAL

## Bar staff Festival bar

### Hours:

**Variable** – Dependant on shifts which occur at various times of the day across seven days of the week. Evening and daytime shifts will be available.

### Salary:

**£12.00 per hour**

(Based on Living Wage Foundation's, Real Living Wage)

### Closing date:

10am, Monday 8 April 2024.

### Interviews:

W/C 15 April 2024



# Roles & Responsibilities



## Introduction

As a member of Norfolk & Norwich Festival's 2024 Bar team you will need to be a committed, enthusiastic and reliable part of making the Festival happen. You will be great with multitasking and adapting, ensuring excellent customer care, a quick and efficient service and a clean working area. You will be confident with contactless payments, liaising with different types of people, and staying calm under pressure.

- To represent NNF in a professional manner at all times
- To be a team player and work together to ensure a smooth running of the bar areas
- To serve drinks from various bar set-ups round the festival grounds
- To be a drinks runner for online orders
- To take payment for drinks via a touch screen till system and contactless card payments
- Report any incidents immediately to NNF's Head of Production
- Maintain a clean and tidy seating area
- Undertake any other duties which might reasonably be deemed to be within the status of the job and appropriate to the post
- Carry out all duties in accordance with appropriate internal and statutory procedures, including our Environmental Policy
- Adhere to Norfolk & Norwich Festival's employment policies and procedures with particular reference to Safeguarding Children and Adults at Risk, Equal Opportunities and Health and Safety





# Person Specification



## Essential Requirements

- Customer service experience
- Excellent reliability
- Excellent interpersonal skills
- Ability to work on own initiative and as part of a team
- An ability to work calmly and efficiently in a high pressure environment

## Desirables

- Experience of working in a bar
- Knowledge of Norfolk & Norwich Festival
- Cellar knowledge, how to change a keg/cask
- Awareness of diversity and equal opportunity issues
- An active interest in arts and culture (for example but not limited to music, performance, visual art, and circus)



# NNF staff are expected to be



- Team players
- Good communicators, using appropriate means in effective ways.
- Flexible and proactive in their approach to work.
- Willing to learn and develop.
- Able to manage their own workload with minimum supervision.
- Able to remain calm under pressure.
- Reliable time-keeping with a good attitude to attendance.
- Committed to equality in the workplace.
- Computer literate, including possessing basic word processing and spreadsheet skills.







# Further Information



This is a part-time casual (PAYE) contract, shifts are available from the 14th May through to 28th May 2024.

## Equal Opportunities

Norfolk & Norwich Festival is committed to a policy of equality of opportunity in its employment practices. Norfolk & Norwich Festival is working towards equal opportunities in employment, with the aim of ensuring that everyone who applies to work for us receives fair treatment. To help us to achieve this aim we ask you to complete the Equal Opportunities Monitoring Form. This information will be used to monitor the effectiveness of our Equal Opportunities Policy and for no other reason.

## Notice period

One week in writing on either side.

## Deadline

The deadline for receipt of applications is 10am, Friday 5 April 2023. No applications can be considered after the closing date.

## Hours of Work

Variable – dependant on shifts which occur at various times of the day across seven days of the week. Evening and daytime shifts will be available.

## Rate of pay

£12.00 per hour, in line with Real Living Wage.

## Place of Work

Chapelfield Gardens, known as 'Festival Gardens' for the duration of the Festival.





# How to apply



## Application Procedure

Application is by the completion of Norfolk & Norwich Festival's Application Form (a CV may be attached, in addition, if desired) which should be emailed to [info@nnfestival.org.uk](mailto:info@nnfestival.org.uk). along with a completed Equal Opportunities Recruitment Monitoring Form.

Applications submitted without a completed application form (i.e. CV only) will not be considered.

For the supporting statement in section 3 of the application form, we encourage you to use examples to demonstrate how your skills and experience meet the criteria in the person specification.

If you require the forms in large print or would like a paper copy posting to you please contact [sava.radulovic@nnfestival.org.uk](mailto:sava.radulovic@nnfestival.org.uk).

## Deadline

The deadline for receipt of applications is 10am, Monday 8 April 2023. No applications can be considered after the closing date.

## Interviews

Interviews will take place the week commencing 15 April 2024. Please advise us in your application if you are unavailable around this time. Applicants will be notified if they have been shortlisted for interview. If you have not heard from us, please assume that your application has not been successful.

## Queries

If you have any questions about the post or application process in the first instance please contact our Office Manager on;

01603 877750 or [sava.radulovic@nnfestival.org.uk](mailto:sava.radulovic@nnfestival.org.uk)





## Norfolk & Norwich Festival Organisation Line Management Structure

