

Bar and Operations

Hawk's Well Theatre, Art Deco Theatre Ballymote & Temple Street Studio

Full-time or part-time | Salary: Grade 4.1

About Hawk's Well Theatre

Hawk's Well Theatre is an inspiring, welcoming and ambitious place to work. At the heart of cultural life in Sligo and the North West, we present a vibrant year-round programme of theatre, music, comedy, dance, family work and community events to large and diverse audiences.

This is an exciting period of growth. Alongside our main 340-seat theatre in Sligo, we operate the Art Deco Cinema & Theatre in Ballymote, welcoming thousands of visitors each year across performances, events, workshops, hires and public activity. Keeping two busy venues running safely, smoothly and to a consistently high standard is central to everything we do.

Behind every performance is an operation that has to work: a welcoming front of house, a well-run bar, clear procedures, and a team that keeps audiences safe and looked after from the moment they arrive. Our operations, hospitality and front of house teams are the face of the organisation and a driving force behind the quality of experience we offer.

The **Bar and Operations** will be a valued member of the team, directly contributing to the quality, ambition and success of this work. The role offers variety, responsibility and the chance to help deliver memorable experiences for audiences, artists and visitors across a busy and growing organisation.

About the Role

Working closely with the Operations Manager, the Bar and Operations will help deliver the day-to-day operation of both venues. No two weeks are the same: one day may involve running front of house for a sold-out show, the next overseeing the bar for a community event, covering as Duty Manager, or preparing the venue for a hire, workshop or rehearsal.

A central part of the role is taking primary operational responsibility for the bar, alongside direct supervision of the front of house and bar teams. We are looking for a practical, positive and hands-on operational leader who enjoys solving problems, supporting colleagues and audiences, and helping busy

venues run safely and professionally. This is a hands-on role with room to contribute ideas, develop skills and play an important part in the future of Hawk's Well Theatre.

Key Responsibilities

Day-to-Day Operations

- Support the daily operation of both venues, ensuring activity runs smoothly, safely and to a high standard.
- Act as Duty Manager as required, including evenings and weekends.
- Support venue readiness for performances, events, workshops, hires and public activity.
- Respond calmly and practically to operational issues, resolving them where possible and escalating when appropriate.
- Provide operational continuity and appropriate decision-making cover in the absence of the Operations Manager.

Primary Delivery of Bar Operations

- Take primary responsibility for the day-to-day operational delivery of bar services across the organisation.
- Ensure bar operations are safe, compliant, welcoming and efficiently staffed for each event.
- Maintain high service standards and ensure compliance with licensing requirements and responsible service of alcohol.
- Manage ordering, stock control, stocktakes, storage and replenishment of alcoholic and non-alcoholic products.
- Oversee tills, EPOS processes, cash procedures and accurate operational records.
- Monitor costs, reduce waste, support profitability and maintain effective supplier relationships.
- Prepare bar staffing requirements, shift briefings and post-event reporting in coordination with the Operations Manager.

Front of House & Bar Team Supervision

- Provide direct supervision and day-to-day support to the Front of House and bar teams.
- Ensure agreed procedures and service standards are followed consistently across shifts and sites.
- Support recruitment, induction, on-the-job training, mentoring and performance development for operational staff.
- Assist with rotas and staffing levels so that events are appropriately resourced.
- Promote a calm, respectful, inclusive and professional working environment.

- Coordinate closely with Box Office colleagues on event information and audience requirements without holding direct supervisory responsibility for that team.

Health, Safety, Licensing & Safeguarding

- Support implementation of health and safety procedures, venue risk assessments and safe systems of work.
- Ensure incidents, accidents and near misses are recorded promptly and accurately.
- Support fire safety, emergency and evacuation procedures, first aid arrangements and accessibility practices.
- Act as a first point of contact for day-to-day safeguarding or welfare concerns, escalating to the DLP or Operations Manager as required.
- Ensure bar and hospitality activity complies with licensing, food safety and responsible service requirements.

Scheduling, Systems & Records

- Assist with Front of House and bar scheduling, including leave, sickness and short-notice cover.
- Maintain accurate operational checklists, shift reports, incident records and venue-use documentation. Support the development and consistent implementation of operational manuals and procedures.
- Identify resourcing pressures, operational risks and opportunities for improvement.

Communication & Liaison

- Act as a clear and approachable point of contact for staff while on duty.
- Liaise with visiting companies, artists, facilitators, clients, suppliers and partners on operational matters.
- Ensure effective handovers and communication between teams and between both venues.
- Represent Hawk's Well Theatre professionally and contribute positively to the organisation's continued growth.

Who We Are Looking For

Essential Experience & Skills

- Experience in a front-line operational, supervisory or Duty Manager role
- Experience managing or supervising bar or hospitality operations, including stock control and service delivery.
- Experience supervising, supporting and motivating staff teams.

- Strong understanding of customer-facing environments and excellent standards of customer care.
- Good working knowledge of health and safety, licensing and safeguarding in a public venue.
- Sound organisational skills, accurate record-keeping and confidence using tills or EPOS systems.
- Excellent communication and interpersonal skills, with the ability to remain calm and effective in a busy live environment.
- Flexible availability, including evenings and weekends.
- A full driving licence is required for the role.

Personal Qualities

- Efficient, organised and able to follow through reliably on operational tasks.
- Humble and team-focused, with a willingness to work hands-on alongside colleagues.
- Hard-working, dependable and willing to take responsibility.
- Committed to Hawk's Well Theatre, its audiences, its people and the successful operation of both venues.
- Calm, practical and solutions-focused, with good judgement and attention to detail.
- Positive about change and motivated by the opportunity to contribute during a period of rapid expansion.

Desirable

- Experience working in a theatre, arts centre, cultural venue or other live events environment.
- Experience supporting operations across more than one venue or site.
- Familiarity with incident reporting, accessibility and inclusive practice.
- Experience working with visiting companies, artists, community groups or external clients.

Terms & Conditions

Reports to: Operations Manager.

Hours: Full-time or part-time (to be confirmed).

Salary: Grade 4.1

Location: Across Hawk's Well Theatre (Sligo) and the Art Deco Centre (Ballymote).

How to apply

To apply, please send your **CV** and a **short cover letter** outlining your suitability for the role to **admin@hawkswell.ie** by **29th October, 5pm**, quoting "Bar and Operations" in the subject line.

Hawk's Well Theatre is committed to equality, diversity, inclusion and safeguarding. We welcome applications from individuals of all backgrounds and communities.