



Trilogy Mission

'Inspiring Active Lifestyles'

Job Description

Job Title:	Bar Assistant
Rate of Pay:	£9.50 per hour
Responsible To:	Duty Manager/Bar Supervisor

Trilogy Culture (Behaviours & Values)

- **One Trilogy Team** - Working together, respect, open & honest, positive communication
- **Encourage Creativity** – Support innovation, try new ideas, adopt change
- **Be Constructive** – Adopt a positive, can-do anything is possible mindset
- **Deliver Excellence** – Provide the Customer experience you want to receive
- **Promote Wellbeing** – Self-care, support others, be active, work/life balance
- **Embrace Diversity** – Champion Equality, Diversity & Inclusion

Trilogy Team Purpose

The purpose of every team member is to work together in a positive, creative fashion as one team to deliver the core values and company strategy. To adopt the behaviours and company culture to promote, encourage and achieve excellence as a Wellbeing organisation to improve the lives of people in our Community.

Organisational Duties & Responsibilities

- Act in accordance with, and positively promote, Trilogy policy and procedures
- Work with the team to deliver the best possible customer experience
- Adopt and adhere to NLT Safeguarding Policy, Procedures and Practices
- Adopt all Health & Safety and all legal compliance in all areas of the business
- Influence, teach and support your colleagues to achieve excellence
- Be accountable for knowing all company processes, policy and relevant information
- Communicate, feedback and promote the company values

- Work with the team to deliver the aims and objectives within the company strategy

Individual Duties & Responsibilities

- Preparing and serving high-quality alcoholic and non-alcoholic beverages
- Using a till to take orders and process payments
- Checking customers identification and age verification for anyone that appears to be 25 or under
- Ensuring alcohol is not being purchased / consumed by anyone under 18
- Maintaining a clean and organised bar area, including quickly responding to spills and other health and safety hazards
- Carrying out any cleaning required in the centre in relation to the function
- Refusing the sale of alcohol to anyone who has become too affected / inebriated by alcohol
- Monitoring and replenishing stock levels as needed
- Any other duties commensurate with the demands of the organisation

Job Demands

- Dealing with people under the influence of alcohol
- Travel and work from any associated Trilogy facility
- Work the necessary flexible hours to meet the needs of the business (as required)
- Manage (or help manage) conflict and resolve problems within the team
- Be accessible to the whole team for support (as required)

Essential Attributes Required to Work for Trilogy

- Possess the culture, values and behaviours of the company
- Knowledge and experience in relation to the post
- Ability to learn, develop and accept challenge
- Constructive, open minded and a positive communicator
- A team player who want's others to succeed
- A flexible problem solver

Equality, Diversity & Inclusion

Diversity drives innovation and we are committed to promoting equality, embracing diversity and enabling inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce and its customers to celebrate Equality, Diversity and Inclusion.