



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Stock Assistant
Department: Visitor Services
Reporting to: Stock Manager / Assistant Stock Manager
Job Type: Flexible

Evening, weekend and Bank Holiday work will be required as part of this role

INTRODUCTION:

We believe arts and culture has the power to bring people, friends and families together to make life-long memories and improve the quality of life for our audiences.

As a proud, independent charity we are on a mission to enrich the cultural life of the region and our vision is clear; we are creating a world-class cultural scene for our region with Birmingham Hippodrome firmly centre stage.

The strength of Birmingham Hippodrome comes from our people; real people with their own thoughts, beliefs, cultures and identities that bring their unique perspective and experiences to our team. We are committed to placing inclusion at the heart of all we do, making it central to our decision making. We are breaking down barriers and building relationships for us to become a more equitable place for audiences, artists, participants, and our own teams. We do not, and will not, tolerate discrimination of any kind.

We are one of the most popular theatres on the national touring circuit, staging a diverse range of world-class touring productions and we are the proud home to Birmingham Royal Ballet, DanceXchange, Dance Consortium and OneDanceUK making Birmingham one of the biggest dance hubs outside of London. We currently reach over half a million people a year through this work and our ambition is to grow and diversify these audiences, ensuring wider access to mainstream theatre for the people of our region.

Our next step is to increase the impact our work has on the region. Plans are in progress to expand our commissioned, produced, co-produced and off site programme of work; increasing our commitment to developing the artists of our region and continuing to extend Birmingham Hippodrome's artistic footprint beyond our stages. We will continue to invest in further generations, and through our Hippodrome Education Network, youth and apprenticeship programmes, we are creating pathways for people who want to gain valuable experience to support a career in the creative industry.

We are looking for people to join us on this journey at a pivotal time in our evolution; recognising our people and network of talented freelancers and volunteers are core to the growth and success of the organisation.

The future of Birmingham Hippodrome is you.

JOB SUMMARY

The Stock Assistant will assist the Assistant Stock Manager and Stock Manager, with the daily running and setup of stock for all Visitor Service areas. You will ensure a safe working environment by ensuring we comply with all health & safety procedures and standards including licensing laws. This role will involve working in all areas of Stock Control across the business including bars, auditorium, café and events as and when required, in line with business needs.

MAIN DUTIES

Delivery

- To assist with deliveries, checking that all stock has been delivered, that all delivery notes are signed, and any discrepancies reported.
- Assist with stock storage, movement and rotation ensuring waste is kept to a minimum.
- Re-stocking of all Visitor Service areas to ensuring that each area is adequately stocked with agreed product lines.
- Ensuring stock of kitchen products such as detergents and cleaning agents is maintained in all areas.
- Changing of gas when required.
- Ensure that opening & closing procedures surrounding Stock & EPOS are carried out.
- To assist with some of the large scale hospitality events and be the support for the department to ensure that all stock required has been delivered / and set up.
- Effectively recording all movement of stock around the building, following stock control procedures.
- Basic support on the PointOne EPOS till system with regards to stock control.

Health & Safety

- Ensure compliance with licensing and health & safety legislation is adhered to at all times, including Food Hygiene Regulations, Birmingham Hippodrome's Food Safety Procedures and HACCP Plan.
- Maintain and up to date knowledge of all our fire, safety and evacuation procedures and facilitate the evacuation of the public in the event of an emergency.
- Anticipate safety issues before they arise, and resolve them or quickly escalate to the Assistant Stock Manager or Stock Manager.
- Be vigilant around the building identifying potential safety and security issues and alert the Duty Manager accordingly.

Housekeeping

- Ensure a very clean working environment throughout the bars, cellars, storage and goods-in areas at all times, ensuring that items on sales positions are immaculately presented.
- Effectively carry out cleaning schedules for Main Cellar, kitchen & stores, and all bars, catering and retail areas.
- Maintaining cleaning standards of the Goods-In and Compactor areas. Ensuring both areas are set to the required standard.
- Carry out the effective disposal of waste and recycling, including the Compactor area.
- Ensure that kitchen, café and bar equipment is in working order and report any maintenance issues.
- Ensure standards of personal presentation and dress are always of the highest standard and body language is professional and welcoming.

Procedures

- Follow all department policies and procedures at all times.
- Operate the till and handle stock & sales in accordance with the Theatre's procedures.
- Handle and move stock in accordance with our stock procedures ensuring stock loss is kept to a minimum.

Other

- Comply with all statutory and Hippodrome requirements in the areas of compliance such as safeguarding, GDPR, health and safety. E-learning training (which must be completed during the first three months of employment) as well as internal courses are provided to ensure you have the relevant knowledge in these areas.
- Perform any other reasonable duties as assigned by the Assistant Stock Manager & Stock Manager.

PERSON SPECIFICATION

We're committed to three core ideals here at Birmingham Hippodrome and we try to address all our activity with these aims: 'everyone's welcome', 'nothing but the best', and 'do it with flair'. Everyone who works here, no matter what their function in the team, is expected to deliver their job and work with colleagues bearing these attitudes in mind. This person specification lists some of the key attributes we're looking for in the best candidates for this role.

Requirements	CORE: The successful candidate will meet the majority of these requirements.	DESIRABLE: the successful candidate should meet some of these requirements.
Education Training and Qualifications	<ul style="list-style-type: none"> • Basic food hygiene qualification. • Knowledge of EPOS stock Control Systems. • A good level of general education. • Possess or be willing to achieve a clear DBS check. 	<ul style="list-style-type: none"> • Understanding of PointOne EPOS system
Skills, knowledge and abilities	<ul style="list-style-type: none"> • Knowledge in basic food hygiene. • Good communication and interpersonal skills. • Good knowledge of health & safety, food hygiene legislation and licensing laws. • Good level of numeracy skills. 	<ul style="list-style-type: none"> • Basic food preparation skills. • A knowledge of best practice working with high volumes of stock.
Experience	<ul style="list-style-type: none"> • Experience in stock movement at Assistant Level • Experience in fast paced environments. • Experience of working with a Stock and/or EPOS system. 	<ul style="list-style-type: none"> • Understanding of GPs.
Personal attributes	<ul style="list-style-type: none"> • Welcomes people with a smile and a greeting. Is open and hospitable. • Serves the internal and external customer well. Responds to requests in a timely way or explains why they are not able to. 	<ul style="list-style-type: none"> • Passion for a career in stock control. • Interest in and knowledge of the arts in general and performing arts in particular.

	<ul style="list-style-type: none"> • Avoids blaming others and takes responsibility for the results they produce. • Is tolerant and open minded about all kinds of difference. Considers diversity in their work. • Acts as part of one organisation regardless of what they do and where they work in the organisation. • Is creative in their approach, whatever the task. Speaks from the heart; displays good humour in their interactions. Is happy to help when asked. • Understands the change process, that it takes time and is optimistic about the future. • Does what they say when they say that they will – or communicates the delay as soon as possible. • Flexible attitude to work by being able and willing to work in any parts of the business and completing new tasks as required. • High dress & appearance standards and excellent time keeping. • Ability and willingness to work unsociable hours, including evenings and weekends. 	<ul style="list-style-type: none"> • Passion in food and wine and customer service standards.
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DATE ROLE CREATED

September 2021

DATE ROLE AMENDED/REVIEWED

Birmingham Hippodrome Theatre Trust Limited
Hurst Street, Southside, Birmingham, B5 4TB
birminghamhippodrome.com

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