

## APPLICATION PACK Casual Event & Bar Staff

### About the London Irish Centre (LIC)

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Our **Mission** is to empower and enrich lives through Irish community and culture.

The **Vision** of the LIC is to be the Irish Heart of London.

Established in 1954 to cater for the needs of Irish emigrants, the charity is now a vibrant, multicultural organisation and a hugely significant resource for the Irish and local communities in London and the UK, with social groups and satellite offices throughout North, West and South London.

Our Community Services provision is the largest for Irish people outside of Ireland. Our culture and arts programme provides entertainment and education for thousands each year at the Centre and online. In addition, our commercial venue spaces are used for conferences, weddings, functions, meetings and festivals.

We are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre home as a world-class community and cultural centre.

#### **Our Services:**

Our **Community Services** are modelled around a strengths-based approach to support the Irish community to be the best they can be. We work across the following service areas:

1. **Information and Advice** - We provides specialist accredited information and advice across a wide range of welfare issues. The service is accredited by the **Advice Quality Standard (AQS)** to deliver advice on welfare benefits, housing and older people's issues. The Service includes specialist legal advocacy providing support and representation to appeal welfare benefits decisions.
2. **Community Development** – The Service exists to enable people to build strong support networks in the community. By building on existing community assets, it addresses needs including isolation, mental health, physical health, food poverty and digital poverty. It does this through a range of services, including Befriending, social groups around London, a Community Café, Community Kitchen, Community Health Navigation, Community Fridge and Digital Inclusion.

The **Community** we serve is widespread and diverse and we provide opportunities for people to get together online and in person through the use of:

- **Online Resources** - We have an informative, vibrant website and active social media presence
- **Volunteering** - Our constantly expanding pool of over **300 volunteers** play a vital role in the operation of the organisation whilst developing their own skills and networks
- **Family playgroup** - This is a fun, welcoming Saturday group which connects young families with Irish culture and language

- **Venue** - The Camden Centre hosts multiple events which address the needs of the Irish community as well as being a wonderful venue for major events and conferences as well as being a charity hub and a venue for conferences and social gathering. We welcome over **60,000** each year

In **Culture**, we manage London's leading Irish cultural programme:

- **Culture and Arts** - London's leading Irish cultural programme reaches over **20,000**
- **Community Usage Programme** - We give space and assistance which facilitates over **400 events** and meetings for Irish groups
- **Mentoring and Support** - We provide essential support to Irish individuals and organisations for the promotion of Irish culture, heritage and identify
- **Library** - Our library holds over **6,500 books** of Irish interest, one of the largest collections of its kind in Britain
- **Platform** - We offer Irish artists multiple performance opportunities
- **Gaelige** - Our Irish language programme allows over **300 yearly** to reconnect with their native language

## How to Apply

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To apply for this role, please upload your CV and a cover letter addressing the Person Specification included within this application pack using the link below:

<https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=c072c317-35b1-462a-b67d-39d8e80e9b35>

**We will review applications as they are sent in**, so please ensure that yours is submitted in good time.

If you would like to have an informal conversation with Bobby Murray Bar Manager; please contact us by email at [recruitment@londonirishcentre.org](mailto:recruitment@londonirishcentre.org) to arrange a call.

I hope that you will consider applying for this important role at the London Irish Centre, joining us in our mission to deliver empower and enrich lives through Irish community and culture.

Kind regards,

Nicola Byrne

Senior People & Operations

The London Irish Centre  
50-52 Camden Square  
London  
NW1 9XB

## The Opportunity

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Are you great with people and looking for a casual role in an exciting venue where no two days are the same? We are looking to build an enthusiastic, warm and friendly team to support the running of our cultural, community and commercial events.

Based in Camden since 1955, our charity has empowered and enriched lives, through times of struggle and celebration. Ireland is often referred to as the land of a thousand welcomes, and as the Irish Heart of London we bring that warmth to everything we do.

Alongside the vital support services delivered by our charity, our venue is a place to experience the very best of Irish culture in all its diversity. From traditional music to contemporary theatre, emerging comedians and established writers, our rich cultural programme reaches almost 20,000 people a year.

Job Title:	Casual Event & Bar Staff
Reporting to:	Bar Manager
Key working relationships:	Front of House team, LIC staff teams, suppliers & visitors to our centre
Salary:	£11.05 p/h
Location:	Camden Square, NW1 9XB
Contract type & working hours:	Fixed term, 0-hour contract

## The Role

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### Bar & Event Delivery Responsibilities

- Delivering an excellent standard of customer service and ensuring all customers are greeted with a warm welcome.
- Pouring the perfect pint of Guinness.
- Serving customers drinks, tea, and coffee.
- Assisting with room setup for events.
- Using the till and other systems to ensure the correct recording of sales and stock.
- Providing customers with general information.
- Working with all other venue staff to ensure smooth running of our events.
- Restocking, clearing and cleaning all areas of the foyer and bar areas.
- Ensuring the bar, toilets and events spaces are kept clean and tidy at all times.

### General Responsibilities

- To act as an advocate for the LIC at all times.
- To give due consideration to Environmental Sustainability in all aspects of work, e.g. ensuring minimum waste, using appropriate transport.
- Be aware of, and comply with, the rules and legislation pertaining to Health and Safety at work.

## Personal Specification

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### Essential and Desirable Skills & Experience

	Experience	Essential	Desirable
1	Ability to communicate effectively with a wide variety of people at all levels in a warm and friendly manner.	X	
2	A friendly, hardworking, and flexible approach.	X	
3	Bar experience.	X	
4	A proven ability to provide a high level of customer service in an often busy environment.	X	
5	Flexibility to work evenings and/or weekends on a rota.	X	
6	Ability to work well under pressure in a fast-paced environment, but equally a proactive approach in the quieter moments.	X	
7	An understanding of and empathy for the mission, vision, and values of the LIC	X	
8	Experience using tills and PDQ machines.		X
9	Interest in working in an arts or cultural venue.	X	

*This job description is a guide to the nature of the work required of the Casual Event & Bar Staff. It is not wholly comprehensive or restrictive and may be reviewed as required.*

## Summary of Conditions

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**Job Title:** Casual Event & Bar Staff

**Salary:** £11.05 p/h

**Working hours:** these will vary week to week on a rota, and may include evenings and weekends.

**Start Date:** Immediate start

**Contract Type:** Fixed term, 0 hours

**Holidays:** 12.07% - paid in addition to hourly rate

**Pension:** All staff who are eligible, can join the LIC pension scheme within 3 months.

**Travel & Subsistence:** All costs other than home to office are reimbursed according to LIC regulations and within budget.

**Right to work:** The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.

**References:** Offers of employment are subject to the receipt of references that are satisfactory to the London Irish Centre.

**Equal Opportunities:** The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We encourage Black, Asian & minority ethnic and disabled applicants and value the positive impact that difference has on our teams. We are committed to equality and diversity within our workforce and all opportunities provided by the LIC. Whilst our offices have some barriers to access, we are taking steps to resolve these, and in the meantime continue to encourage interest from applicants who require reasonable adjustments within the workplace.

## **Employee Benefits**

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### **Employee Assistance Programme**

The EAP helps employees deal with personal problems that might adversely impact their health and wellbeing. EAP includes a 24/7 counselling, legal and information line, online health portal and critical incident advice for employees and their immediate family.

### **Complimentary tickets**

Complimentary tickets to LIC core cultural programmed events (subject to availability and may not apply to fundraising events and partnership events at external venues)

### **Education Programme**

50% discount on LIC education courses (subject to availability)

### **The LIC shop and bar**

20% staff discount at the LIC shop and 10% staff discount at the LIC bar

## LONDON IRISH CENTRE

### OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

To demonstrate these values we:

- Offer a warm, friendly Irish welcome to all
- Bring kindness and care to all with whom we work
- Celebrate diversity in Irish culture, heritage and identities, and in the wider community we serve
- Aim to be outstanding in everything we do
- Keep community service and connections at the heart of our work
- Work with environmental and organisational sustainability in mind
- Provide a culture where everyone feels a sense of belonging and respect
- Listen to, cultivate, and explore new ideas and solutions
- Show commitment to the vision, mission and people of the LIC

***We provide a home away from home for the Irish in London.***