

ROLE CONTEXT, DESCRIPTION & APPLICATION INFORMATION

Role title:	Bar Manager
Reporting to:	Senior Operations Manager
Key Relationships:	Front of House Manager, Deputy Bar Managers, Box Office and GRA team.
Location:	Gate Theatre, Dublin 1, Ireland
Contract:	Fixed Term Contract of 2-years duration.

Are you an experienced, pro-active bar manager who can lead a team, plan meticulously, act decisively and create a welcoming atmosphere where every patron feels at home? If you are, then read on as you may be the person we are looking for.

Gate Vision

The Gate's vision is 'an Open Gate where every person has access to great theatre.' Under the shared leadership of CEOs, Róisín McBrinn and Colm O'Callaghan, an Open Gate is a civic Gate and will be a key cultural asset to Dublin's North Inner City. In the coming years, we will generate new audiences and excite current ones, invest in artists of the future, deliver our GATEWAYS community engagement programme and be a supportive home to the best Irish artists and their international collaborators. As the Gate approaches its centenary in 2028, we will make its theatre a home to all stories and the Gate's communities, so that it continues to play a defining role in Irish society.

Gate Values

It is important that the Gate continues to be a values-led organisation. Care, collaboration and excellence are the Gate's core values.

Gate Mission

The Gate's mission is to make inspiring theatre that connects, questions and transforms our audiences and communities by:

1. Producing unforgettable and inspiring theatre
2. Creating a supportive and sustainable organisation
3. Driving the growth of a connected and confident Irish theatre at home and abroad
4. Ensuring long-term financial and operational sustainability

Our History

The Gate Theatre was founded in 1928 by Micheál MacLiammóir and Hilton Edwards, and very quickly built a unique reputation as a producing house for introducing international writers and artists to Ireland. The theatre is housed in a beautiful Georgian building and has a capacity of 371 seats, which makes it attractively intimate for both actors and audiences alike.

Throughout its history the Gate has garnered an enviable reputation both at home and abroad and has proven itself to be one of Ireland's most successful theatres. The organisation mounts on average seven major productions each year.

The Gate is currently led through the joint management of its Artistic Director, Róisín McBrinn, and Executive Director, Colm O'Callaghan, who joined in the summer of 2022.

PURPOSE OF THE ROLE

Bar Manager – Gate Theatre

Purpose of the Role

The Bar Manager is responsible for the overall operation, leadership, and development of the Gate's much loved theatre bar. The role ensures an excellent customer experience for audiences and artists, while creating a positive, supportive, and well-structured working environment for staff. Reporting to the Senior Operations Manager, the Bar Manager will lead a small team including two Deputy Bar Managers, oversee day-to-day service, and put effective systems and SOPs in place to support consistency, compliance, and quality.

Key Responsibilities

People & Leadership

- Lead, motivate, and support the bar team, with direct line management of two Deputy Bar Managers
- Foster a welcoming, inclusive, and positive atmosphere for staff, patrons, artists and arts workers.
- Recruit, train, schedule, and develop bar staff
- Conduct regular check-ins, performance management, and staff feedback
- Act as a visible and approachable leader during performances and events

Customer Experience

- Ensure high standards of customer service at all times, aligned with the organisation's values of Care, Collaboration and Excellence and audience experience
- Handle customer feedback and complaints professionally and constructively

- Work closely with front-of-house and theatre teams to ensure smooth audience flow and service before, during, and after performances

Operations & Systems

- Oversee all bar operations including stock control, ordering, cash handling, and reconciliation
- Develop, implement, and maintain Standard Operating Procedures (SOPs) to ensure consistency and efficiency
- Ensure compliance with licensing laws, health & safety, food hygiene, and company policies
- Manage bar setup, service delivery, and close-down for performances and events

Financial & Commercial

- Manage bar budgets, margins, and cost controls
- Analyse sales data and contribute ideas to improve revenue and efficiency
- Support pricing, product range, and promotions appropriate to a theatre environment

Collaboration & Planning

- Work collaboratively with theatre management on programming needs, special events, and audience expectations
- Plan staffing and service levels in line with performance schedules and capacity

Successful Candidate Will Have

Essential Criteria

- A minimum of 3 years' experience as a Bar Manager or in an equivalent senior hospitality management role, with full operational responsibility for a licensed venue.
- Experience managing a bar operation with responsibility for overall performance, staffing structure, and strategic development.
- Proven experience leading, managing, and developing teams, including recruitment, performance management, rota planning, and staff training.
- Demonstrated responsibility for financial performance, including budgeting, margin control, stock management, cash handling, and revenue optimisation.
- Strong knowledge of licensing legislation, health & safety regulations, and food hygiene compliance within a hospitality setting.
- Experience developing and implementing operational systems, policies, and standard operating procedures to improve consistency and efficiency.
- Excellent leadership, communication, and interpersonal skills, with the ability to work collaboratively across departments.
- A strong customer-service ethos and proven ability to deliver an exceptional guest or audience experience.
- Excellent organisational skills and the ability to manage multiple priorities in a busy operational environment.

- Flexibility to work evenings, weekends, and public holidays in line with theatre programming and events.

Desirable Criteria

- Experience working within a theatre, arts, or live events environment.
- Experience managing or mentoring supervisory or deputy-level staff.
- Familiarity with stock-control systems and bar reporting tools.
- Experience leading operational improvement or change within a hospitality venue.
- Relevant hospitality, management, or leadership qualification.

What You Will Bring to the Role

- A calm, confident, and approachable leadership style
- A genuine commitment to staff wellbeing, development, and team culture
- The ability to balance excellent customer service with operational discipline
- A proactive, solutions-focused approach to challenges
- Enthusiasm for working in a creative, audience-focused environment
- The drive to build a bar operation that enhances the overall theatre experience

TERMS & CONDITIONS

Working Days and Hours: The standard operational office hours are between: 8am and 6pm. The standard Theatre hours are between 5pm and 12.00 midnight. The role will operate across both timeframes on a net 37.5 working hour week. The role will involve working irregular and flexible hours to support the Gate team on a regular basis which is reflected in the remuneration package, no additional allowances or overtime apply. Sunday premium is built into the salary, and no additional premium will apply where required to work on Sunday. The role will be required to work during open and dark periods within the Theatre schedule.

The standard working days for the role are 37.5 hours per week. The role will operate across two show schedules, Monday to Saturday and Tuesday to Sunday. It is noted that the role will be required to work weekends and public holidays to support the management and staff aligned with the prevailing show schedule which is reflected in the remuneration. Where required to work a public holiday alternative time off will be provided.

Salary

€45,000 - 50,000 annually. This role is categorised as a B04 Manager within the Gate Management Level Framework.

Application and Selection Process

To apply for this vacancy opportunity, please submit your Curriculum Vitae with a single page supporting letter outlining why the role interests you and how you meet the requirements. Applications should be sent directly by email to HR@gate-theatre.ie **clearly referencing Bar Manager Application**

in the subject title. Closing date for receipt of applications is **Monday 30th March by 6p.m.** Interviews are expected to take place shortly thereafter at the Gate Theatre, D1.

RECRUITMENT STATEMENT

The Gate Theatre is an equal opportunity, inclusive employer and welcomes applicants from all sections of our community.

Inclusion, equity, diversity and access (IDEA) is a key part of our Open Gate ethos. We will not discriminate against an applicant (internal or external) based on their gender, age, race, religion, marital status, sexual orientation, disability, membership of the Travelling community, or family status.

We appreciate that people have varying needs and encourage applicants and interviewees to let us know what arrangements and format they may prefer. If you have a disability and require any accommodation/s, during the recruitment process, including the application itself, please let us know in advance.