

CAFÉ BAR & FRONT OF HOUSE STEWARDS

JOB DESCRIPTION

CLOSING DATE FOR APPLICATIONS – Friday 31 October 2025 at 5pm

Platform, the thriving arts centre at the heart of the award-winning Bridge complex in Easterhouse, is recruiting for a Café Bar Assistant to join our dynamic team.

Platform is run by Glasgow East Arts Company (GEAC). We are a strategic partner at The Bridge, an aspirational facility for arts, leisure and learning comprising Glasgow Kelvin College, Glasgow Life's swimming pool and library. GEAC Trading operates the Café Bar at The Bridge.

Platform will celebrate 20 years of activities in 2026 with a range of performance, gigs, exhibitions and taking part events, as well as a specially curated programme reflecting on previous work and potential future collaborations.

We work with a range of partners, funders, local organisations and community groups to deliver our cross arts programme both within our building and across the north east of Glasgow and beyond.

Platform is financially supported by Glasgow City Council and Creative Scotland alongside many other partners including trusts, foundations, housing associations and community health partnerships.

POST: Café Bar & Front of House Steward
SALARY: Living wage – currently £12.60 (hours as required)
REPORTS TO: Café Bar Manager & Front of House Manager
BASED: Platform, The Bridge

JOB OUTLINE:

To support the smooth running of all of Platform events and provide excellent customer service as part of the staff team of Platform.

Stewards will ensure that public audiences can safely and successfully engage with the performances, gigs, exhibitions and workshops that take place in the venue throughout the year.

Successful applicants will work across both Front of House and Café Bar departments – preparing spaces for public audiences, supporting the communities we serve to safely engage with arts and cultural activities and selling refreshments to them from the café bar as required.

KEY TASKS:

- Support the delivery of excellent customer service across all areas of the venue
- Support the safe evacuation of public audiences from the building in the event of an emergency
- Preparing food and drinks
- Barista duties
- Bar service
- Serving customers at the café counter and table service
- Operating computerised till and cash handling
- Cleaning across all GEAC spaces at The Bridge and elsewhere when relevant
- To undertake training including fire evacuation, manual handling, licensing, barista and basic food hygiene where appropriate

- Engage in all aspects of safe and efficient working practices in line with Health and Safety at Work legislation and the company's health and safety policy and attend all relevant training – particularly Manual Handling, Emergency First Aid Training in the Workplace and Fire Warden as required
- Comply with Platform's policies and procedures as set out in the staff handbook including health and safety, equal opportunities and environmental sustainability.
- This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the role

PERSON SPECIFICATION:

Essential

- Excellent customer service ethos
- A positive approach
- Polite and friendly manner
- The high standards of cleanliness
- To be flexible and work effectively under pressure
- To be able to follow instructions
- A willingness to learn
- Flexibility to work evening and weekends

Desirable

- Experience of a similar customer facing environment
- Health and Safety knowledge or training
- Liquor licensing regulations and best practice

Criteria	Essential	Desirable	Evidence
Education, Qualifications & Training		Relevant qualification or appropriate level of experience in a similar role	Application Certificates

Skills, Knowledge & Competencies	Positive approach to work and working as part of a team Problem solver Adaptable, flexible individual that can work well under pressure Friendly and approachable Demonstrate an outstanding approach to customer services Excellent interpersonal skills Proven IT skills including Microsoft Office	Experience of working in a venue Experience of Ticket Solve Experience of working within regeneration context and with specific target groups Experience of sales and working in Box Office	Application Interview
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