

SHAKESPEARE NORTH PLAYHOUSE

Bars & Catering Assistant

Introduction

The Shakespeare North Playhouse is a unique new arts venue, opening in the summer of 2022. It will present a vibrant contemporary cultural and learning programme featuring home co-produced and visiting performances, as well as comedy, music, community work, hire and events and a range of education and training activities.

We are looking to appoint a number of Bars & Catering Assistants to join our Visitor Experience team.

Bars & Catering Assistants will be the public face of the catering offer for the company and are responsible for ensuring that the audience and visitors are constantly placed at the heart of the building.

Bars & Catering staff will make and sell coffee, assist in food preparation, sell tickets, work on the theatre bar and assist with events. It's a hugely varied job with every day being different to the last.

Bars & Catering is a customer facing role, and therefore Visitor Experience staff need to have excellent interpersonal and communication skills, with the ability to think on their feet and deal with difficult situations or customers.

Place of Work

The place of work will be Shakespeare North Playhouse in Prescot, Knowsley.

Reporting Relationships

You will report to the Food & Beverage Manager and Head of Visitor Experience. When necessary, you will report to the Visitor Experience Managers.

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Pay and Hours of work

The hourly pay rate £9.50.

You will have no guaranteed hours of work in any given week. Your actual hours to be worked each week will be as necessitated by the needs of the business and this may include evenings or weekend work.

Your actual working hours will be notified to you by your line manager at least two weeks, but usually four weeks, in advance. Payment will only be made for actual hours worked. Working hours will vary between 5 hours and 40 hours per week.

Shakespeare North believes in a healthy and happy workforce and recognises the importance of helping its employees balance their work and home lives by offering working hours that as far as possible enable them to balance their work commitments with other priorities.

Main duties

Food & Beverage:

- To be competent in serving a variety of food and beverages, including barista coffee and draft beer.
- To assist with small amounts of food preparation and serving.
- To provide a high standard of customer service and ensure that charges are made and correct payments received.
- Clear tables in the café/bar/foh areas and ensure that glasswasher and dishes are always done.
- Create pre-order and interval drinks within set time frames.
- Up-sell on interval drinks and snacks.
- Be proactive during busy service such as show interval.

Visitor Experience

- To be visitor focused at all times and act as the public face of Shakespeare North Playhouse

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- To work in the café, theatre bar or corporate events as needed.
- To be friendly, inclusive and welcoming to all visitors.
- To attend daily briefings to ensure you have the relevant information prior to each shift.
- To be aware of and follow all Visitor Experience procedures.
- To comply with conduct and uniform dress codes.

Ticketing:

- To sell tickets via our Spektrix box office system and take contactless payments.
- To assist with ticketing enquiries and assist with self service box office points.
- To check tickets and direct visitors to the correct areas/seats.

Health & Safety:

- To ensure operations are carried out within the relevant Health & Safety Legislation including food hygiene.
- To be aware of and follow evacuation procedures, knowing fire exits and refuge points.
- To assist in the safe evacuation of the building.
- To assist in ensuring the safety of visitors and other staff.
- To be aware of the building's counter terrorism policy.

Other duties:

- To make sure audiences are served in a prompt manner so that performances are not delayed.
- To deal with customer enquiries and when necessary to deal with complaints in a professional and calm manner.
- To have a friendly, enthusiastic and proactive attitude towards your duties.
- To comply with Shakespeare North Playhouse customer care policy.

Person specification:

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- A passion for theatre and the arts.
- Previous experience of food & beverage/customer service in a similar environment.
- Approachable and the ability to communicate and advocate the work of the building.
- Barista/bar/cocktail making experience or willing to learn.
- Well organised and good time management skills.
- Experience of cash handling/using an electronic till system.
- Ability to remain calm whilst working under pressure.
- A good team player.

This job description is intended as a guide to the duties expected of the post-holder. These duties may be reviewed from time to time to meet the needs of the business.

This job description is not contractual.