

SHAKESPEARE NORTH PLAYHOUSE

Catering & Events Assistant

Introduction

Shakespeare North Playhouse is a unique new arts venue, that opened its doors in July 2022. It presents a vibrant contemporary cultural and learning programme featuring co-produced and visiting performances, as well as comedy, music, community work, hires and events and a range of education and training activities.

We are looking to appoint several Catering & Events Assistants to join the Visitor Experience & Operations team.

As a Catering & Events Assistant, you will prepare and sell beverages, assist in food preparation, serve tables in the Bar & Kitchen, work on the Theatre Bar and assist with event set up and delivery. It's a hugely varied job with each day being different to the last.

Catering & Events Assistants are a customer facing role, and therefore applicants must 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 Visitor Experience Manager: Commercial and Head of Visitor Experience & Operations. When necessary, you will report to the Duty Visitor Experience Manager and Visitor Experience & Events Team Leaders.

Pay and Hours of Work

The hourly pay rate £12.21.

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.

Shakespeare North believes in a healthy and happy workforce and recognises the importance of helping its employers 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.

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Main duties

Food & Beverage:

- To be competent in serving a variety of food and beverages (including barista coffee and draft beer) to a high standard.
- To serve tables in restaurant table service setting.
- To assist with small amounts of food preparation and serving.
- To always provide a high standard of customer service.
- To ensure that charges are made and correct payments received.
- Clear tables in the Bar & Kitchen and Theatre Bar areas and ensure that glasses and dishes are always cleaned.
- Ensure high standards of hygiene and cleaning.
- Prepare pre-order and interval drinks within set time frames.
- Up-sell interval drinks, snacks and premium options.
- Be proactive during busy service periods such as show ingress and intervals.
- To carry out any additional tasks as required by your line manager.

Venue Hire & Events:

- Assist with the set-up for venue hires and events.
- Assist with the de-rig and clean down of venue hires and events.
- To support event management in the delivery of successful events.
- Be customer/client focused at all times.

Visitor Experience:

- To be visitor focused at all times and act as the public face of Shakespeare North Playhouse.
- To have good knowledge of the productions and activities taking place in the venue.
- 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 code of conduct and uniform dress codes.

Health & Safety:

- To ensure all 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 staff.
- To be aware of the building's counter terrorism policy and complete relevant training.

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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, escalating when necessary.
- To have a friendly, enthusiastic and proactive attitude towards your duties.
- To comply with Shakespeare North Playhouse customer care policy.

Person specification:

- A passion for theatre, arts and culture.
- Previous experience of food & beverage/customer service in a similar environment.
- Approachable and the ability to communicate and advocate the work of the venue.
- Barista/bar/cocktail making experience or a clear eagerness 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.

How to apply:

To apply for this role, please send an up-to-date CV along with a cover letter that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements outlined in the job description.

Applications should be sent to recruitment@shakespearenorthplayhouse.co.uk

Recruitment timeline:

Week commencing 26/05/25	Position advertised
16/06/25	Advert closed
18/06/25	Invitations to interview sent
23, 24 & 25/06/25	Interviews
27/06/25	Offers sent
02/07/25 & 09/07/25	Induction and training sessions