



Café Team Member

About Sadler's Wells

Sadler's Wells is a world-leading arts organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Dance has the ability to connect with people both intellectually and emotionally and Sadler's Wells' vision is that dance is part of everyone's life. We want to make sure that dance continues to have something new to say but also that it continues to stimulate the way we think about the world around us.

Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsals studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Future Plans

Plans are underway for the development of a fourth venue in Queen Elizabeth Olympic Park, as part of a new Culture and Education District. Sadler's Wells will occupy the Stratford Waterfront site, sitting opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum.

The CED will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London. Sadler's Wells' new space will house a 500-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop academy. A major fundraising campaign is being developed in order to realise both capital and revenue requirements and open the new theatre in 2022.

The Department

The Catering and Events Department is responsible for the delivering of all food and beverage service throughout Sadler's Wells and The Peacock.

Key responsibilities

The principal responsibility of Café Team Member's is to ensure the café is well presented and to provide exceptional customer service for all customers.

- Have good knowledge of food and beverages on offer.
- Be proactive to maximise sales.
- Adhere to cash handling and stock control procedures.
- Correctly operate tills and PDQs to ensure there are no discrepancies.
- Adhere to the uniform policy; be well-presented and well groomed.
- Abide by and enforce appropriate licensing regulations.
- Ensure H&S and Food Safety is adhered to at all times.
- Ensure daily/weekly/monthly cleaning duties are carried out.
- Work at other catering areas such as bars and/or events when required.
- Attend staff meetings and training sessions, which may take place outside normal working hours.
- Carry out any other duties as required
- Represent Sadler's Wells while offering an excellent standard of customer service.
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equal Opportunities and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

What we are looking for

Essential

- Good communication skills
- Enthusiastic team player
- Passion for food & drink
- Ability to work on your own as well as part of a team
- Ability to work under pressure
- Have a flexible approach and can do attitude
- Ability to multi task and prioritise
- Attention to detail
- Good numeracy skills
- Professional approach to work

Desirable

- Previous barista experience
- Previous experience in cash handling
- Previous visitor attraction experience

Terms and conditions

Working hours are based on 35 hours per week, plus an additional paid meal break each day, where eligible, with shifts on any five out of seven days, including evenings and bank holidays.

Salary is £20,217 per annum, plus benefits.

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

The company offers interest-free season ticket loans

The company offers a Cycle to Work salary sacrifice scheme

The company offers a childcare voucher salary sacrifice scheme

The company has a Death in Service insurance policy covering twice the annual salary

The company encourages attendance of performances at both theatres with a discretionary allocation of tickets to employees (subject to availability)

Making an application

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

[Applying for vacancies at Sadler's Wells](#)

**Please submit the online application form by 11.59pm on Sunday 17 June 2018.
Late applications will not be considered.**

Interviews will take place week commencing Monday 18 June 2018.

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