



## Catering Team Leader

### 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 17<sup>th</sup> 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 the Catering Team Leader is to ensure efficient operation of area allocated when on shift – this can be any of the bars at Sadler's Wells and/or Peacock Theatre, Garden Court or an Event.

## **Operations**

- Ensure the designated area is fully ready for trading.
- Conduct staff briefings.
- Deliver an excellent level of customer service throughout the catering operations.
- Ensure correct signage is in place (i.e. tariffs, menus, etc.).

## **Staff Supervision**

- Efficiently supervise staff to ensure smooth operations across designated area providing excellent and timely customer service at all time.
- Feedback on staff performance.
- Assist with training.
- Ensure and maintain grooming standards of all staff.
- Monitor staff signing sheets.

## **H&S, Food Safety**

- Ensure H&S and Food Safety is adhered to at all times.
- Ensure cleanliness of the area is maintained at all times and all relevant paperwork is completed and filed.
- Report any damages to equipment or building immediately.
- Ensure accident reporting procedure is followed at all times.

## **Financial/Cash Management**

- Stock management – stock rotation, stock taking, wastage, etc.
- Ensure cash procedures are adhered to – cashing up, re-floating, banking
- Ensure all relevant paperwork is completed.

## **Other**

- Be proactive within the department and provide regular feedback to the management team.
- Attend all meetings as required and maintain a strong line of communication with your line manager.
- Support events department when required.
- Carry out reasonable additional duties and to work additional sessions as and when required.

*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.*

## **Person Specification**

The successful applicant will demonstrate the following skills, experience, and personal qualities:

### **Essential**

- Previous experience in a venue/visitor attraction
- Previous cash handling experience
- Good communication skills
- Hands-on and 'can do' attitude
- Excellent customer service
- Ability to multitask
- Ability to remain calm under pressure
- Attention to detail

### **Desirable**

- Previous cashing up experience
- Previous experience in a theatre

## **Terms and conditions**

Salary £23,113 per annum, based on 35 hours per week, plus an additional paid meal break each day

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

The company offers a Cycle to Work salary sacrifice scheme

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 note that although Sadler's Wells is accessible for staff as well as patrons and performers, we regret that access to the offices at The Peacock is very limited.

**Please submit the online application form by 11.59pm on Sunday 16 September 2018. Late applications will not be considered.**

**Interviews will take place week commencing Monday 17 September 2018.**

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