Sadler's Wells

General Catering Assistant

(Casual position)



Contents

03 ..... Welcome
04 ..... Background Information
05 ..... The Department
05 ..... What are my responsibilities?
06 ..... Who should apply?
07 ..... Why work for us?

Welcome

Thank you for your interest in joining Sadler's Wells. We hope that it will be a great opportunity for you in your own career.

Sadler's Wells holds fast today to the vision that Lilian Baylis instilled here almost a century ago: that great art should belong to everybody. Our mission is to make and create dance that inspires us all, and our vision is to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

When artists and audiences talk about Sadler's Wells, they use the words: 'innovative, exciting and risk-taking'. Trying new things is part of our core purpose, and it's more important today than it has ever been.

This is an exciting and complex time in the theatre's history as we recover from the impact the coronavirus pandemic has had on our business model and work towards opening a fourth venue in Queen Elizabeth Olympic Park in east London in 2023.

This role offers you the opportunity to bring your ideas, passion, knowledge and experience to Sadler's Wells. In return, the successful candidate will be part of a strong and supportive team in a world class arts organisation.



Background Information

Sadler's Wells is a world-leading creative 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.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

In normal times, 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 rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' colleagues.

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 east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which 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 550-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop theatre academy, all planned to open by the end of 2023.

The Department

The Catering and Events department is responsible for generating revenue through the delivery of all food and beverage service and event hire throughout Sadler's Wells and The Peacock.

What are my responsibilities?

The principal responsibility of the General Catering Assistant is to ensure efficient operation of area allocated when on shift, ensuring area is well presented and to provide exceptional customer service for all customers - This can be any of the bars at Sadler's Wells and/or Peacock Theatre, Garden Court Café or during an event.

- Ensure an exceptional standard of service to all visitors
- Have a good knowledge of the food and beverages on offer
- Ensure that all drinks and associated products are served and presented in accordance with Company standards
- Be proactive in bar and food service to maximise sales
- Adhere to the Company's cash handling and stock control procedures
- Correctly operate tills and PDQs to ensure there are no discrepancies
- Adhere to the Company's Uniform policy at all times while on duty
- Adhere to all Fire, Health & Safety Procedures and ensure that hygiene standards are maintained
- Abide by and enforce appropriate licensing regulations
- Ensure daily cleaning duties are carried out and assist with other weekly responsibilities
- Be knowledgeable of the theatre facilities and productions
- Carry out any other reasonable instructions given by any member of the management team

General

- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours
- Undertake other duties as may be reasonably required
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion 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' premise

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.

Who should apply?

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

Skills and Experience

Essential:

- Previous experience of working on bars
- Experience working within fast pace/ visitor attraction venue
- Availability to work evenings and weekends, including Bank Holidays
- Excellent communication skills
- Good level of numeracy
- Enthusiastic team player with excellent interpersonal skills
- Ability to work on your own as well as a part of a team
- Ability to work well under the pressure
- Attention to detail
- Must be over the age of 18
- Have a flexible approach
- Ability to multi-task and prioritise
- Have high standards of hygiene and take pride in your appearance
- Must currently hold the right to work in the UK

Additional, but not essential:

- Previous barista, café and/or events experience
- Previous experience in cash handling
- Previous visitor attraction experience



Why work for us?

You will be a key part of our mission to make and share dance that inspires us all and delivering our vision to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

- You will be offered a salary of £10.21 per hour, plus paid annual leave.
- This is a casual position and shifts will be offered as and when they are available. The minimum shift length is four hours
- You will have access to our comprehensive Employee Assistance Programme (EAP) to support your wellbeing
- You will be encouraged to attend performances at both theatres with a discretionary allocation of tickets to employees (subject to availability), and a staff discount at the Garden Court Café
- We welcome everyone through our doors and encourage and enable people to be the best versions of themselves and to feel confident and capable in their roles
- We celebrate diversity in the dance we share and showcase, and in our workplace. We are working hard to be more inclusive and increasing access both on stage and off and have a number of anti-racism commitments to make lasting changes in the way we work

Making an application

A Job Description and Person Specification are included in this document. If after reading you are still interested in applying, please find further details and information on how to apply here.

If you would like support or have any queries regarding the format or submission of the application, please contact us on recruitment@sadlerswells.com.

We welcome applications from people from all backgrounds who feel they align with our mission, vision and values. We are international and multicultural on our stages, and we want to reflect that in our organisation. By celebrating difference and incorporating diverse points of view and experiences, we can become closer to our artists, audiences and the communities we serve.

We are proud to be a Disability Confident employer meaning we have been certified by the government as actively taking steps to attract, recruit and retain disabled workers. We understand that some disabled colleagues will need adjustments to help them perform to the best of their ability – these can be changes to the built environment and furniture, the tools and technology they use in doing their job, aspects of the role, ongoing support or working arrangements.

Sadler's Wells also works collaboratively with Parents in Performing Arts (PiPA) in efforts to support parents and carers within the industry.

This is an ongoing vacancy and candidates will be invited to attend an assessment at Sadler's Wells Theatre, as and when suitable applications are submitted.

Once we have found suitable candidates, the vacancy will be closed without further notice.