



## Café Team Leader

### About Sadler's Wells

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.

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 rehearsal 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 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 academy, all planned to open at the end of 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 Café Team Leader is to ensure efficient operation of the Fox Garden Court Café including staff training and offer development.

### **Operations:**

- Ensure the cafe is fully ready for trading.
- Ensure quality of products and presentation are to agreed standards.
- Conduct staff briefings.
- Deliver an excellent level of customer service.
- Assist in offer development to respond to changing customer demands.
- Ensure correct signage is in place (i.e. tariffs, menus, etc.).
- Ensure high level of cleanliness.

### **Staff Supervision:**

- Efficiently supervise staff to ensure smooth operations providing excellent and timely customer service.
- Feedback on staff performance.
- Provide training for all staff on coffee etiquette and to assist with other training.
- Ensure and maintain grooming standards of 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 and wastage, etc.
- Ensure cash procedures are followed at all times.
- Ensure all relevant paperwork is completed.

**Other duties:**

- Work at other catering areas such as bars and/or events when required.
- 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.
- 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' 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**

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

**Essential**

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

**Desirable**

- Previous experience in a venue/visitor attraction
- Previous cashing up experience

## **Terms and conditions**

Salary £24,155 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:**

- Employee Assistance Programme (EAP) – Free confidential support service.
- Season Ticket Advance – Interest free loan to purchase a home to work travel ticket.
- Cycle to Work Scheme.
- Death in Service Benefit – Equivalent to twice your annual salary.
- Staff discount at Garden Court Café.
- Discounted performance tickets (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 Wednesday 27 November 2019**

**Late applications will not be considered.**

**Interviews will take place on week commencing Monday 2 December 2019.**

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