



Café Team Member

About Sadler's Wells

Sadler's Wells is a world-leading creative organisation dedicated to dance in all its forms. With over three centuries of theatrical heritage and a year-round programme of performances and learning activities, our mission is to make and share dance that inspires us all. Our vision is to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

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 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' 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 Member is to ensure the Fox Garden Court Café is well presented and to provide exceptional customer service.

Other duties

- Have good knowledge of food and beverages on offer
- Be proactive to maximise sales and provide excellent customer service
- Adhere to the company's cash handling and stock control procedures
- Correctly operate tills and PDQs to ensure there are no discrepancies
- Ensure that you are well-presented and well groomed
- Abide by and enforce appropriate licensing regulations
- Ensure Health & Safety and Food Safety are adhered to at all times
- Ensure daily/weekly/monthly cleaning duties are carried out
- Report any issues/problems, that may arise, to the management team
- 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 reasonable instructions given by any member of the Management team
- Represent Sadler's Wells at all times, whilst offering an excellent standard of customer service
- 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

- Good communication skills
- Enthusiastic team player
- Passion for food and 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 multitask 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

Salary is £21,236 per annum, plus benefits.

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

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 Sunday 19 January 2020. Late applications will not be considered.

Interviews will take place week commencing Monday 20 January 2020.

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