



General Catering Assistant (Casual Position)

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 generating revenue through the delivery of all food and beverage service and event hire throughout Sadler's Wells and The Peacock.

Key responsibilities

The principal responsibility of the Catering Assistants 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
- Attend occasional staff meetings and training sessions, which may take place outside normal working hours
- 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

- 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

Desirable

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

Terms and conditions

These are casual position and shifts will be offered as and when they are available. The minimum shift length is four hours.

Salary is £10.21 per hour.

Paid annual leave.

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.

Please note, we aim to contact successful candidates within 10 days. Once we have found suitable candidates, the vacancy will be closed without further notice.

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

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