



## Bar & Café Assistant



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## About us

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.

More than 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. Today Sadler's Wells consists of the Sadler's Wells Theatre (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

Our fourth venue Sadler's Wells East will open in 2024 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 in 2024 as well as facilities for the Rose Choreographic School and Academy Breakin' Convention.



## Our Values

### COLLABORATION



- We are encouraging and supportive
- We work as one collective team
- We listen and empower every voice
- We seek and value diversity of thought and experience
- We pool our knowledge, resources and creativity
- We create opportunities to work strategically and in partnership

### EXCELLENCE



- We are ambitious and driven
- We make and share meaningful, exciting and impactful dance
- We do the best we can each day
- We continuously learn and develop our skills
- We operate sustainably by managing our resources effectively
- We hold each other accountable

### INCLUSION



- We are brave and kind
- We create a safe place so colleagues can bring their full selves to work
- We celebrate and respect our differences
- We remove barriers to access or equality
- We actively address all forms of discrimination
- We engage and reflect the diverse communities we are part of

### INNOVATION



- We are curious and bold
- We find a better way in the every day
- We challenge and question why, and why not
- We take creative and calculated risks
- We cultivate ideas, try new things and embrace change
- We learn and grow from our mistakes and successes

## The Department

The Catering & Events Department is responsible for external hire of the venue and delivering all food and drink services throughout Sadler's Wells and The Peacock Theatre to create memorable events, with the focus on maximising profit and excellent customer experience. We are expanding with an additional site at Sadler's Wells East that will host café, bar and events.

Current offering at Sadler's Wells Angel and The Peacock:

- The Fox Garden Court offers a fresh seasonal menu including hot dishes, fresh salads, selection of sandwiches, pastries, artisan coffee and cakes prepared on site.
- Our bars at Sadler's Wells and the Peacock serve a selection of drinks, sandwiches, snacks, and tea and coffee.
- For events, we offer range of spaces and catering options; from canapes and bowl food to corporate breakfasts, lunches, and dinners.

Offering at Sadler's Wells East:

There are two retail outlets (Park Kitchen & Bar and The Well) and events spaces available for external hire.

- Park Kitchen & Bar is the larger bar with 80-100 covers with a menu that is current, on trend and playful, with a majority produced in house.
- The Well is daytime café turning into a theatre bar in the evening with a fresh seasonal menu of hot dishes, fresh salads, sandwiches, pastries and homemade bakery also prepared on site.
- For events, we offer range of spaces and catering options; from canapes and bowl food to corporate breakfasts, lunches, and dinners.

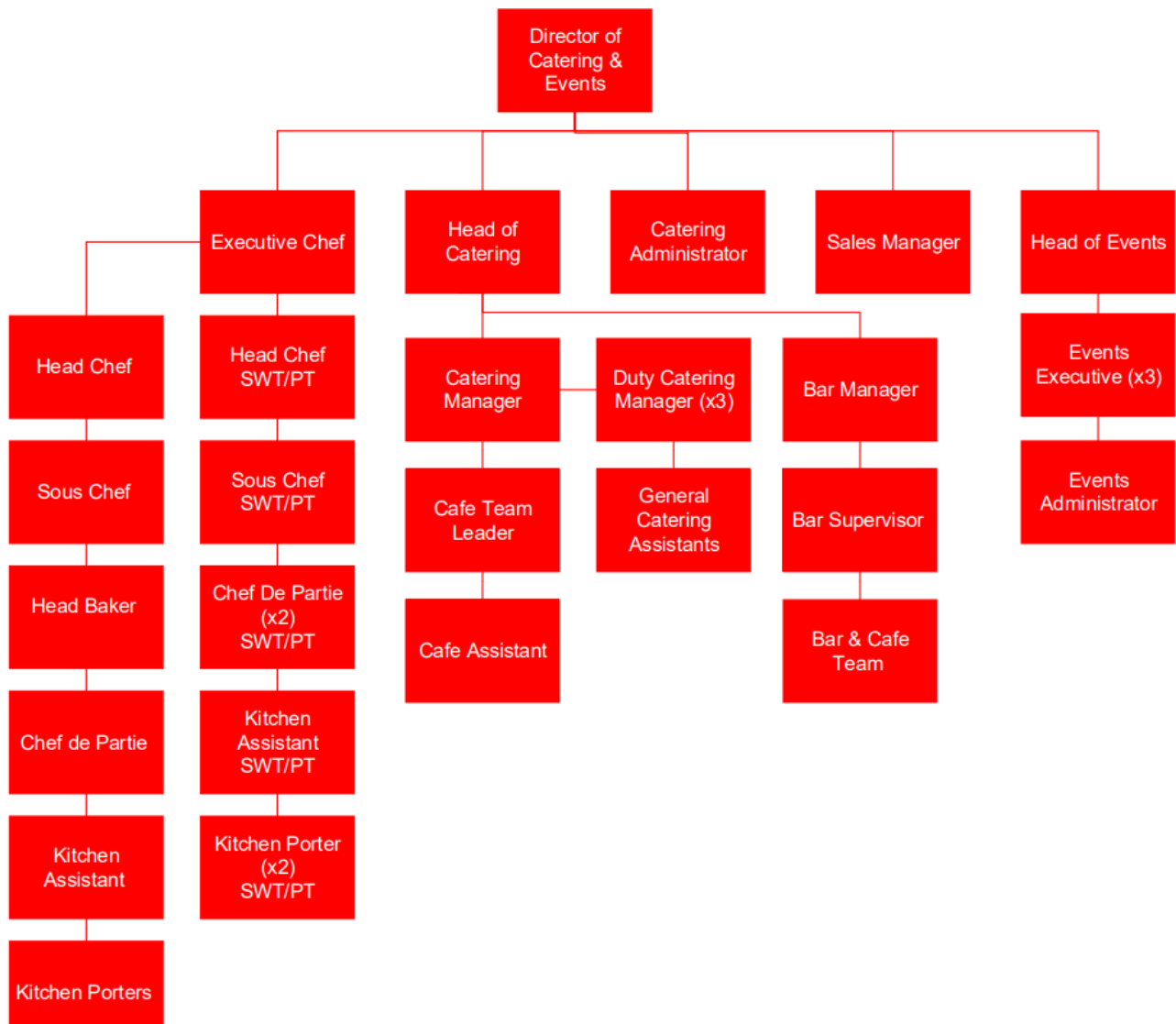
## The Role

As a Bar & Café Assistant you will play a very active role in the day-to-day running of the catering operation, across the bars and café. You will enable us to deliver outstanding customer service to all visitors and maintain our reputation for fantastic hospitality, welcoming and knowledgeable staff.

**Key responsibility areas:**

- Take an active role in the operation across both the bar and café.
- Be a positive customer facing team player.
- Support the events team when required, be flexible and knowledgeable across all areas.
- Drive sales displaying a strong knowledge of all products available in all catering outlets.
- Be familiar with all food safety and health and safety policies to ensure compliance.
- Be a competent to open and close a shift.
- Support operations at other sites when required.

# Department organisation chart



# What are my responsibilities?

## Operations

- Smooth and efficient day-to-day operations ensuring system compliance.
- Flexibility and familiarity across catering areas and operation at Sadler's Well's East.
- Maintain high standards of service, conduct and professionalism.
- Ensure all aspects of 'customer facing' services are consistently delivered.
- Ensure readiness for all service areas.
- Work closely with other team members to ensure a coherent working environment.

## Financial

- Basic numeracy.
- Capability to re-stock and keeping all areas well-presented and fit for purpose.
- Good understanding of till system to ensure speed of service.
- Controlling wastage wherever possible and stock rotation.

## Health and Safety, Food Safety

- Ensure H&S and Food Safety are adhered to ensure compliance.
- Ensure cleanliness of all catering areas is maintained and all relevant records are completed.

- Report any damages of equipment or building to line manager for quick repair.
- Support marketing activities and offers across the business to drive sales.

## Communication

- To be articulate, welcoming and polite to all colleagues and visitors.
- Work closely with other teams to develop positive result focused relationships.
- Communicate feedback received to drive improvements.

## General

- Live, breathe and role model our organisational values of Excellence, Collaboration, Inclusion and Innovation, being aware of the influence and impact you can have as a leader at Sadler's Wells.
- To carry out all administrative work generated by the above activities.
- Attend occasional staff meetings, training sessions and other events.
- 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

- Experience working in a busy bar and/or café environment.
- Articulate, welcoming and polite, confident in a customer facing role.
- Strong work ethic with the ability to use own initiative and prioritise.
- A basic understanding of Food Safety and Health & Safety.
- Level-headed, sensible, trustworthy and reliable.
- Team player.
- A passion for hospitality.
- Flexibility to work evenings, weekends and Bank Holidays.
- Must currently hold the right to work in the UK.

### Additional, but not essential

- Experience in a venue/visitor attraction organisation.
- Familiarity with wine, cocktails and draft beer service.
- Barista experience.
- Experience in a food service environment.

If you don't have everything listed here, but believe you have demonstrable experience to take into consideration, please apply. We are aware every applicant will have strengths and development areas to accommodate, and we are open to discussions around how we can support the postholder.



## 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 £27,352 per annum based on a 40 hour working week, plus an additional paid meal break each day
- You will get 25 days annual leave per annum, with an additional three days after five years' service
- You will be enrolled into the Sadler's Wells Trust Ltd. pension scheme
- Additional pay for parental and family leave subject to eligibility
- You will have access to our Employee Assistance Programme (EAP) to support your wellbeing
- You will engage in learning and project opportunities to develop personally and professionally, and support your career journey
- You can access an interest-free Season Ticket Loan and a Cycle to Work salary sacrifice scheme
- You will be eligible for a death in service insurance policy covering twice your annual salary
- 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 embrace a blend between home and office working, and we welcome a conversation about flexible working and your needs
- 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](mailto: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 we aim to contact candidates on an ad-hoc basis. Once a suitable candidate is appointed, this vacancy will close without further notice.**

