

**SADLER  
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**Sadler's Wells  
Casual General Catering 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.

Our fourth venue Sadler's Wells East opened this year in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space is 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 forms part of a new cultural and education district, which will also include a major new University College London (UCL) campus with direct links to the creative communities already based in east London.

Sadler's Wells' new space houses a 550-seat mid-scale theatre, 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

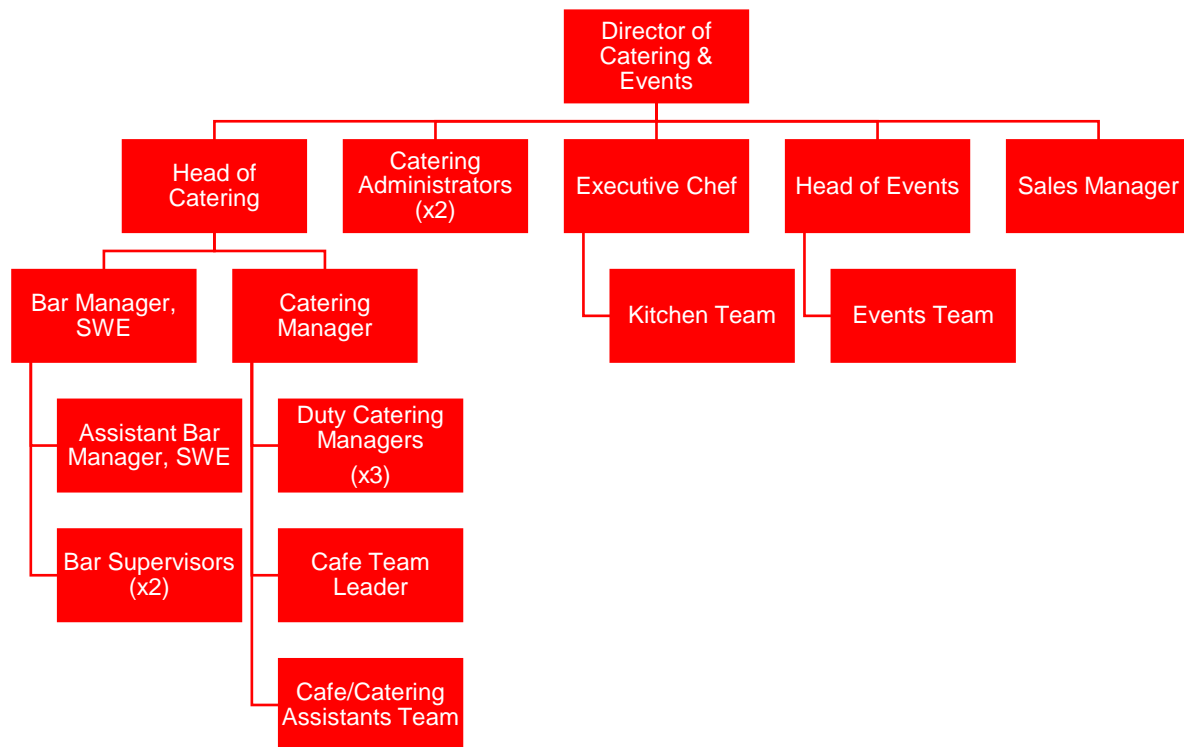


- We are curious and bold
- We find a better way in the every day
- We challenge and question why, and why not
- We take creative and calculated risks
- We cultivate ideas, try new things and embrace change
- We learn and grow from our mistakes and successes



## The Department

The Catering & Events Department is responsible for external hire of the venue and for 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 venue at Sadler's Wells East that will host a café, bar and events.



## The Role

This is an opportunity to join the casual register pool. There is no obligation to accept shifts that may be offered however commitment is required for shifts that are accepted.

The principal responsibility of the role is to ensure efficient operation of area allocated when on shift, ensuring the area is well presented and providing exceptional customer service for all visitors and colleagues - this can be any of the bars, Garden Court Café or during an event.

There is a requirement of the department to service the full operation across all three venues. Therefore, the shifts may take place at:

- Sadler's Wells, Angel
- the Peacock Theatre, and/or
- Sadler's Wells East

Please note, this role requires on-site working and may take place during evenings, weekends and bank holidays.

## What are my responsibilities?

- 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 at all times.
- 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/venue facilities and productions.
- Carry out any other reasonable instructions given by any member of the management team.

### 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 in Sadler's Wells.
- 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, Safeguarding 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.*

## Who should apply?

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

### Skills and Experience

#### Essential

- Previous bar, catering and/or events experience
- Availability to work evenings, weekends, bank holidays
- Good level of numeracy
- Efficient with use of email
- Enthusiastic team player with excellent interpersonal skills
- Good communication skills, with ability to engage with a variety of people
- Ability to work on your own as well as a part of a team
- Ability to work well under the pressure, multi-task and prioritise successfully
- Attention to detail
- Must be over the age of 18
- Smart appearance and good personal hygiene
- Must currently hold the right to work in the United Kingdom

#### Additional, but not essential

- Previous barista experience and/or experience in bars/events
- Previous experience in cash handling
- Familiar with/previous experience using MS Teams.
- Previous visitor attraction experience
- Existing health and safety or food safety understanding or training

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.



Fox Garden Court Café © Ana Lecic

## 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 pay rate of £13.85 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 Employee Assistance Programme (EAP) to support your wellbeing.
- You will be encouraged to attend performances at all our theatres with a discretionary allocation of tickets to employees (subject to availability), and a Sadler's Wells colleague 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 to make lasting changes in the way we work.

## Making an application

**Please state your preferred location/venue for shifts in your application. For example:**

1. ALL (Any and all of Sadler's Wells' theatres)
2. Sadler's Wells, in Angel Islington (SWT)
3. the Peacock Theatre, in Holborn (PT)
4. Sadler's Wells East, in Stratford (SWE)

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).

Sadler's Wells welcomes applications from people from all backgrounds, who feel they align with our mission, vision and values. It is important to us that representation continues within our team and we encourage applications from people from black and global majority ethnic minorities.

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 is a PiPA (Parents and Carers in Performing Arts) Charter Partner, striving towards creating a more family friendly working environment.

**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.**