

**SADLER
ERSWELL
S**

**Sadler's Wells
Duty Catering Manager**



Contents

About us.....	3
Our Values.....	4
The Department.....	5
The Role	6
What are my responsibilities?	7
Who should apply?	9
Why work for us?	11

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

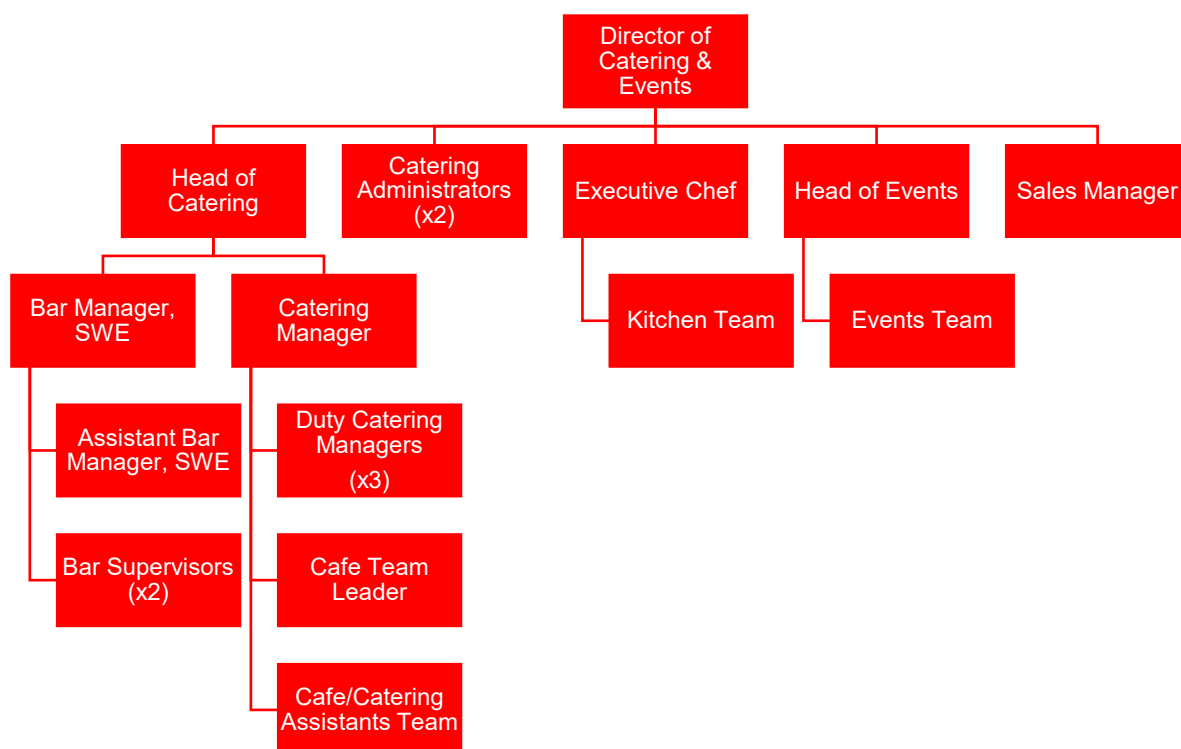
The Catering & Events Department is responsible for external hire of the venue and for delivering all food and drink services throughout Sadler's Wells and The Peacock Theatre to create memorable events, with the focus on maximising profit and excellent customer experience. We are expanding with an additional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

Current offering:

- 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 a range of spaces and catering options, from canapes and bowl food to corporate breakfasts, lunches, and dinners.

Upcoming offer at Sadler's Wells East:

- Two retail outlets (The Well, and Park Kitchen & Bar) and events spaces available for external hire.
- The Well is a 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.
- Park Kitchen & Bar is a larger bar with 80 – 100 covers, with a menu that is current, on trend and playful, a majority of which will be produced in house.
- For events, as above we'll offer a range of spaces and catering options, from canapes and bowl food to corporate breakfasts, lunches, and dinners.



The Role

The Duty Catering Manager plays a crucial role in achieving the team's objectives, taking an active role in the day-to-day running of the catering operations, across the bars, café and events, which includes managing staff, delivering outstanding customer service, and managing resources effectively to maximise profit.

Key responsibility areas:

- Manage the operation across the bars, café and events predominantly at Sadler's Wells and the Peacock.
- Support the development and leadership of a high performing, motivated front of house catering team to ensure efficient day-to-day operations.
- Drive sales and streamline operations to maximise profit.
- Deliver organisation and department objectives by driving sales and motivating staff.
- Take a proactive, detailed approach to food safety and health and safety to ensure compliance.
- Support operations at other sites when required.

What are my responsibilities?

Team management

- Manage the front of house catering teams, working closely with the management teams across all venues, ensuring cohesion, quality and efficiency.
- Recruit, induct, line manage and develop staff, establishing a high performing, motivated and commercially minded team.
- Training of the team, ensuring compliance, improved service levels and profitability.
- Absence management, ensuring relevant paperwork is completed.
- Complete weekly rotas in the absence of the Catering Manager.

Operations

- Smooth and efficient day-to-day operations ensuring system compliance.
- Promote high standards of service, conduct and professionalism in the team.
- Manage and oversee all aspects of 'customer facing' services delivered by the team.
- Ensure adequate resources are available for the areas of business you manage.
- Deliver an excellent level of customer service throughout the catering operations
- Ensure readiness for the service - product quality, service, presentation and stock levels.
- Work closely with other teams to ensure a cohesive solution focused service.
- Deputise for Catering Manager as required.

Financial Management

- Contribute to financial targets of the team.
- Stock management – ordering, stock rotation, stock taking, wastage, etc.
- Till system management.
- Cashing up, re-floating, banking, safe checks, change order.
- Maximise profits by controlling staff cost and wastage.

Health and Safety, Food Safety

- Ensure H&S and Food Safety are adhered to ensure compliance.
- Ensure all staff are trained and aware of all processes.
- Ensure cleanliness of all catering areas are maintained and all relevant records are completed and filed.
- Report any damages to equipment or building so repairs or replacement can be arranged.

Communication

- Work closely with the Events Team to develop positive relationships with clients.
- Work closely with other teams to develop positive result focused relationships.
- Monitor staff performance, set targets and provide regular feedback and reviews.

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 manager 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 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

- Strong manager with excellent people skills, able to manage and motivate a high performing team.
- Experience working in a busy bar environment and events.
- Ability to plan, organise and work to tight deadlines, with excellent attention to detail.
- Ability to juggle competing priorities with successful outcomes.
- A strong understanding of Food Safety and Health & Safety.
- Be able to work to high standards under pressure maintaining attention to detail.
- Level-headed, sensible, trustworthy and reliable.
- A passion for hospitality.
- Solution-focussed and proactive in problem solving.
- Must currently hold the right to work in the UK.

Additional, but not essential

- Previous experience in a venue/visitor attraction organisation
- Previous experience from multi-site unit.

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.



© Ana Lečić

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 £37,282.12 per annum based on a 40 hour working week, including breaks
- You will get 25 days annual leave per holiday year, with an additional three days after five years' service
- You will be enrolled into the Sadler's Wells Trust Ltd. pension scheme
- 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 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.

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 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.

