



September 2021

Dear Applicant,

Thank you for your interest in the position of **Casual Café Bar Assistant** at the New Wolsey Theatre.

We are looking for **Café Bar Assistants** to join our 'Hours as Required' pool. If you have great customer service skills and the desire to work in a new and exciting environment, then we look forward to hearing from you. We are looking to cover evening, weekend and daytime shifts.

The newly refurbished Café Bar provides the perfect setting for a lunch time snack, a pre-show drink or a local place to grab a coffee – but a big part of creating the perfect atmosphere comes from the team. As a team player you will work with colleagues to deliver exceptional products and services, and while you don't need to be a "theatre" person, if the idea of working in an exciting and energetic environment suits you, then we'll be glad to receive your application.

We are an ambitious producing and receiving theatre, with a national reputation for its work in access and inclusion, and for the production of new musical theatre. Our annual Rock' n' Roll Panto, written and directed by Artistic Director Peter Rowe, is much loved by local audiences and is the cornerstone of our annual programming.

We're extremely proud of our outreach and participation work, which in October 2020 moved in to our new participation space NW2. In 2020 we also undertook an extensive renovation and refurbishment programme for our main building, resulting in a transformed cafe/ bar area, more toilets and improved auditorium seating.

You don't necessarily have to be a 'theatre person' to do well at the New Wolsey Theatre. We welcome people from *all* backgrounds and we're actively trying to ensure that our workforce is diverse. By this, we mean that we want to employ people from a wide range of backgrounds, ethnicities, ages, gender identities, disabilities, class (socio-economic backgrounds) and so on. This isn't because we want to tick a box that says 'diverse' but because we genuinely believe that our business will be much improved by having a real range of people working (and volunteering) within it.

So, if you haven't considered working for a theatre before, maybe now's the time to check us out. We're super-friendly, hard working and love meeting a challenge. If that sounds like you, and you think you might have the skills/ experience for the role (wherever you gained them) come and talk to us. We can't wait to meet you!

Yours warmly,  
From Sarah Homes, Chief Executive

## How to apply

We are inviting people interested in being one of our **Casual Café Bar Assistants** to complete our **Application Form** and [Equality, Diversity and Inclusion Monitoring Form](#)

**Please note, we do not accept CVs as a form of application**, however you may submit a concise CV containing your education, training and qualifications and employment history instead of completing this section of the application form.

If you need us to make any adjustments to allow you to fully participate in this application and selection process please get in touch with Lucy Parker [lparker@wolseytheatre.co.uk](mailto:lparker@wolseytheatre.co.uk) or 01473 295940.

However you choose to apply, you will need to tell us about your education, training, qualifications, and employment history, as well as to consider the following questions:

- Why are you interested in being a Casual Café Bar Assistant?
- How do your skills and experience make you the best person to be a Casual Café Bar Assistant?

Please read through the **Job Description, Job Specification and Person Specification** before applying for this role, these can be found further down this document.

If you would like an informal chat with someone about the role, please email Nick Reynolds our Hospitality Services Manager [nreynolds@wolseytheatre.co.uk](mailto:nreynolds@wolseytheatre.co.uk)

Completed applications should be returned to Julie French [jfrench@wolseytheatre.co.uk](mailto:jfrench@wolseytheatre.co.uk) by **9am on Monday 18<sup>th</sup> October 2021**.

As an organisation accredited by the Job Centre as a Disability Confident Employer, we guarantee to interview all deaf and disabled applicants who meet the essential criteria for this vacancy.

We will facilitate any Access To Work claims if appropriate, and any access costs will be covered up front including any access required for attending interviews.

## Key Dates

Application Deadline  
Interview Date

9am on Monday 18<sup>th</sup> October 2021  
Thursday 21<sup>st</sup> October 2021

## Equal Opportunities

The mission of the New Wolsey Theatre is to create, develop and produce a vital and dynamic programme of performances and participatory activity for the people of Suffolk and surrounding areas. We aim to create a programme of the highest quality, maximum diversity and greatest possible accessibility. We believe that this is best achieved through the implementation of an Equal Opportunities and Diversity Policy informing all areas of the company's activity and employment practice.

We are committed to ensuring equality and fairness for all employees, collaborators, contractors and the general public. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, gender reassignment, religion or age. The New Wolsey Theatre opposes all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the organisation's output.

We strive to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated.

We actively encourage applications from people of all backgrounds, especially those currently less represented in our industry and on our stages. We are particularly interested to receive applications for this role from people who identify as deaf and disabled people, and neurodiverse people.

We are happy to make all reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

We will regularly review our employment practices and procedures to ensure fairness. This policy has the approval of the Board and will be reviewed on an annual basis.

## More Information About The New Wolsey Theatre

We are a company that really cares about what we do, who we work with, and what we're working for. Most of the time we put on plays. But we also serve tea and coffee for our guests, offer them lunch and somewhere comfortable to sit and have a chat and sometimes we present music, comedy, dance or even circus. We invite children to come and play with us, sometimes with their parents too. Teenagers come and work with us in our Youth Theatre Groups – in 2021 we're doing this online for the first time. Schools ask us to go and visit to tell stories, make performances, or teach skills, and sometimes they come to us to do those things. Schools love coming to see our annual Rock 'n' Roll pantomime – in a normal year we'll do over 90 performances of our Panto between November and January. In 2020 we staged *The Snow Queen*, which was our first live and livestreamed show. It received 5 star reviews and did really well, even though it was just 12 performances.

By 'us' we don't just mean the permanent staff that are employed by us. We rely on volunteers, casual and freelance staff to keep the wheels turning. Of course, they haven't turned much in the last year, but we are getting the show back on the road in 2021 and we need people in all those roles now we're fully open. We'll also need great writers, actors, directors, designers and technicians, which is why we run talent development programmes like [Testing Ground](#). We take the lead in our industry sometimes, to make change, as we did in setting up [Ramps On The Moon](#)

The New Wolsey Theatre plays an active role in the business scene of Ipswich and is central to the creative life of Suffolk. We regularly talk to other cultural organisations and community groups, such as, UnScene Suffolk, Suffolk Refugee Support, Trinity YMCA, Roma Support, Suffolk Artlink, Volunteering Matters, Suffolk Guide Association to name but a few. We're supported by the local council and the county council, as well as Arts Council England because of the range of work we do. You may also be interested to know that we're a registered Charity.

If you'd like to know more about the New Wolsey Theatre, we recommend that you use our website (which you'll notice needs updating– we're working on that right now) and that you do your own research. Be curious about us and see what you can find out; it will probably help you with your application. The New Wolsey Theatre is going through a period of great change, some of which is because of Covid-19 and some of which was going to happen anyway. We won't be doing everything the way we've done it before. We're innovating and adapting like never before, so we're open to doing things differently. Come and be part of that.



## **JOB DESCRIPTION**

**Job Title:** Casual Café Bar Assistant

**Responsible to:** Café Bar Supervisor

**Job Purpose:** To work in the Café Bar at the New Wolsey Theatre, providing a high level of customer care and efficient service at all times.

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### **Food and Drink**

- To carry out food preparation and production as required, adhering to food specifications at all times
- To assist with monitoring stock levels, notifying a manager when levels are getting low
- To be responsible for food hygiene and associated control measures, including hazard analysis, temperature checks, and ensuring Health and Safety regulations are adhered to
- To ensure that all alcohol sales are properly supervised (if under 18) and that the Supply of Alcohol Conditions in the Premises Licence is adhered to at all times.

### **Café Bar Operation**

- To operate the tills and PDQ machines, handling cash and vouchers as required
- To follow opening and closing procedures for the Café Bar
- To clean all Café Bar areas during opening hours
- To cash up any tills or non-till floats from any outlet as required.
- To set up and store away the outside terrace furniture, and any other furniture as required
- To fully understand and participate in, as required, the New Wolsey Theatre's Evacuation Procedures
- To fully understand the New Wolsey Theatre's Health and Safety Policy and adhere to it at all times

### **Guests**

- To serve customers in an efficient and friendly manner, ensuring that the Café Bar commitments are adhered to at all times
- To develop both product and show knowledge to the highest level
- To be courteous and professional, ensuring you work together with colleagues as a productive team
- To act as an ambassador for the New Wolsey Theatre, assisting in the promotion of the Café Bar and productions at all times.

### **Equality, Diversity and Inclusion**

- To work closely with colleagues across the organisation to ensure the New Wolsey Theatre is an accessible place to visit and work, including online experiences.

- To contribute to the New Wolsey Theatre's ambitions and programmes of equality, diversity and inclusion, its Agent for Change programme and The Ramps on the Moon project

#### **Other**

- To attend relevant training courses (in-house or external).
- Ensuring a successful experience for our audiences will mean that from time to time other reasonable duties may be issued as required which will be discussed with your Line Manager

*September 2021*

*This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive*

*We are happy to talk with individuals about reasonable adjustments required to carry out a role.*



## **JOB SPECIFICATION**

### **Contract & Hours**

This is a “zero hours” contract. Hours vary from week to week depending on the start and running times of performances or activity.

### **Salary**

£9.15 per hour

An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday.

### **Rotas**

Rotas are produced at least two weeks in advance. Available shifts will vary dependant on planned activity within the theatre and due to the nature of the role, these will frequently be required around evenings and weekends. You will be responsible for keeping the Hospitality Services Manager and Café Bar Supervisors informed of your availability, and any changes, to allow them to create the most effective rotas.

Please note: Any uncovered shifts will be offered out on a “first-come, first-served” basis on a Monday evening and you will be required to contact the Hospitality Services Manager, at your earliest convenience to secure additional shifts. In the event that shifts are still uncovered by Wednesday morning, you may be approached to cover additional shifts, if available.

### **Shifts**

Working hours can be between the hours of 8.00am and 12.00am. Due to the nature of the business, there will be regular evening and weekend hours as part of your rota

Daytime shifts are usually scheduled to occur between 9am and 4pm. Evening shifts are usually scheduled to occur between 5.30pm and 11pm (although on occasion some shifts will end later than 11pm).

Casual Assistant hours will vary according to the performance schedule of the theatre. For example, there may be more shifts available during pantomime season ( November - January) and fewer shifts available in the summer months, depending on the programmed activity.

### **Annual Leave Entitlement**

Staff working at variable times will be paid for any holiday accrued throughout the year. Holiday will be calculated based on hours worked during the previous 52 weeks.

There will be certain times of the year when annual leave cannot be taken because of the work of the organisation.



## PERSON SPECIFICATION

### Qualifications, Experience and Competencies

#### **Essential:**

- An understanding of equality, diversity and inclusion.
- Experience of working in a customer service environment
- Excellent customer care skills
- Strong teamwork skills and proven ability to co-operate and compromise with others
- Ability to work flexibly with regular evening and weekend work
- Excellent spoken English

#### **Desirable**

- Experience of working in hospitality
- Food preparation experience
- Food Hygiene Certificate Level 2
- Experience of cash handling
- An interest in the arts

### Key Qualities

#### **Essential**

- A positive outlook with a 'can-do' approach
- Enthusiastic and professional with a good sense of humour
- Able to work well within a fast-paced environment, with the ability to effectively, respond to instructions, contribute ideas and support other team members.
- Organised, motivated and disciplined.
- Able to respond receptively to new ideas and initiatives, responding to creative problems with creative solutions
- Excellent interpersonal skills with the ability to communicate effectively with individuals at all levels.