



LEEDS PLAY HOUSE

FOOD & BEVERAGE TEAM MEMBER (CASUAL)

Recruitment Pack

If you require this Recruitment Pack in a different format, please contact the HR & Learning team on 0113 213 7280 or recruitment@leedsplayhouse.org.uk



Supported using public funding by
**ARTS COUNCIL
ENGLAND**





QUARRY THEATRE
850 CAPACITY



BRAMALL ROCK VOID
100 CAPACITY



COURTYARD THEATRE
420 CAPACITY

QUICK FACTS

3 THEATRES

5 MAIN REHERSAL & STUDIO SPACES

c175,000

AUDIENCE PER YEAR

OVER 19,500 PEOPLE

CONNECTED THROUGH PLAYHOUSE CONNECT

10M

TURNOVER

+

- Restaurant & café
- Two bars
- Conferencing and events
- Public gallery space
- Dedicated space for young people

THIS **SHORT FILM** WILL HELP YOU UNDERSTAND WHAT WE'RE ALL ABOUT.



WHO WE ARE

Leeds Playhouse has been one of the UK's leading producing theatres for 55 years. It is an award-winning theatre and a cultural hub, a place where people gather to tell and share stories and engage in world class theatre. It makes work which is pioneering and relevant, seeking out the best companies and artists to create inspirational theatre in the heart of Yorkshire.

Its warm welcome was recognised at the UK Theatre Awards. In 2022, Leeds Playhouse was named Most Welcoming Theatre, recognising its daily endeavors to make the building an inviting, engaging, creative, accessible and inclusive hub at the heart of the Leeds City Region. For the last three years, leading performers in Playhouse productions have been named Best Performer in a Musical and, in 2024, the Playhouse's production of *Oliver!* was named Best Musical.

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WHAT WE DO

Alongside the work on its stages, the Playhouse works creatively with the people, artists and communities of Leeds through its innovative, sector-leading Playhouse Connect programme. Focussing on two key areas – Learning & Skills and Creative Communities – Playhouse Connect engages with thousands of people in the region each year. As part of this work, its Artistic Development programme, Furnace, engages with theatre-makers, providing a creative space to refine their practice at all stages of their careers; it builds, develops and sustains projects to connect with refugee communities, young people and students, older people and people with learning disabilities; it hands over spaces to communities to use in ways they choose, from breakdancing to roller-skating, craft markets to tea parties, enlivening the building whilst fostering deeper relationships; and works in-residence around the city, connecting with people on their doorsteps.

As a registered charity, Leeds Playhouse relies on the support of valued partners to make great things happen. It is grateful for the continued support of Arts Council England, Leeds City Council, The Liz and Terry Bramall Foundation and the many charitable trusts, business partners and individuals that continue to support the vital work of the theatre.

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THE ROLE

Working alongside other Front of House teams, the Food & Beverage Team play a pivotal role in delivering the Leeds Playhouse Experience. The team welcomes audiences and visitors, offering a high-quality catering service delivered at an optimum speed. The team efficiently operates the Playhouse Kitchen, Bars and Front Room Café, proactively maximising sales in a time and service responsive environment.

The role of the Food & Beverage Team Member is to provide service to customers in each of the current areas of the Bar, Kitchen, Coffee Shop and Conference & Events delivery whilst on duty.

Food & Beverage Team Members report to the Food & Beverage Manager, and the Food & Beverage Assistant Manager in their absence.

We are searching for some new team members to join us on a casual basis. We have flexible shift patterns available, from daytime work in our coffee shop, to evening shifts on one of our two bars and kitchen food offer. We usually operate Monday – Saturday, with the occasional Sunday shift.

Great service and great quality products will be the cornerstone of your daily working life, working with the team to achieve consistent results and deliver a quality service.

DUTIES AND RESPONSIBILITIES

THE MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE ARE:

SERVICE

- Deliver timely, efficient service across our outlets, ensuring queues remain at a minimum and customers are given the opportunity to engage with all aspects our Food & Beverage offer from barista coffees through to drinks and hot meals.
- Maintaining the presentation of the public areas and communal staff areas, ensuring the highest standards are maintained at all times throughout the day.
- Ensure customers feel welcome at all times.
- Take part in pre-service briefing sessions ensuring you have all information required to undertake your duties.
- Deal with customer complaints confidently, effectively and appropriately, raising these with the supervisor or management as appropriate.
- Restock the outlets when the opportunity arises, ensuring a full range of products are always available.

FINANCIAL

- Adhere to robust cash management systems and till use instructions.
- Ensuring you handle all cash and stock as per the Playhouse guidelines.

LEGISLATION

- To report maintenance faults directly to your supervisor.
- Report all Health & Safety or Food Hygiene concerns to your supervisor.

GENERAL RESPONSIBILITIES

- Adhere to and implement the guidelines, procedures and policies for the company as detailed in the staff policies.
- Play a role in the life of the company and to work across departments to develop a positive and engaged organisational culture.
- Work with Playhouse Connect to open up the theatre's creative processes to a wider range of communities, including people engaged in learning.
- Be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety Policy of Leeds Playhouse.
- To have a positive attitude to environmental issues. To have a pro-active role in the development and action of environmental policy and procedures relevant to the Technical Stage Management team in particular and the Playhouse as a whole.
- To have a positive attitude to and willingness to engage with and seek continual improvement in areas of inclusion and anti-racist practice at Leeds Playhouse, including our Plan for Change and Action for Change development initiative.
- To be willing to undertake training and development as required

ANY OTHER DUTIES

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

KEY RELATIONSHIPS

The role of Food & Beverage Team Member is based in the Food & Beverage Team, within the Enterprises department.

Your relevant manager will be the Food & Beverage Manager.

KEY INTERNAL RELATIONSHIPS

Food & Beverage Team members will work closely with the other frontline teams, especially the Front of House Attendants and Volunteer teams under the supervision of the Theatre Manager and/or Duty Manager/s. They will also come into contact with many other members of Playhouse staff during performances.

KEY EXTERNAL RELATIONSHIPS

Due to the nature of the role, the Food & Beverage team will interact with a wide and diverse range of visitors to the Playhouse. Primarily this will be audience members, however the building is open to the public and there are many reasons people may be visiting venue. Food & Beverage team members will be expected to greet and assist everyone with whom they come in contact.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

If you do not demonstrate that you meet all these criteria you may not be shortlisted:

- A confident communicator, able to deal with a wide variety of people and situations.
- First-rate customer service skills.
- Accurate cash-handling skills.
- A professional and proactive individual.
- Ability to work flexible and unsocial hours.
- Work calmly and effectively in stressful situations.
- Operate successfully in a team.
- Use their initiative and prioritise during busy periods.
- Honest, inclusive and supportive of the Playhouses' Anti-Racism work.

DESIRABLE REQUIREMENTS

If we need to choose between candidates who meet the essential criteria, we may take these factors into account:

- Previous experience of working with the general public.
- Barista training/qualification.
- Catering and bar experience.
- Food preparation experience.
- Current food hygiene certificate.

EMPLOYMENT TERMS SUMMARY

CONTRACT

This is a casual contract and hours will vary.

Any offer we make is subject to:

- receipt of 2 satisfactory references
- proof of eligibility to work in the UK

PAY

£12.21 per hour on a casual basis from April.

HOURS

Casual terms. Hours will vary. Early mornings, evenings and weekends, including occasional Sundays and some unsocial hours.

HOLIDAY

Holidays are paid throughout the year based on the number of hours worked.

NOTICE PERIOD

As this role opportunity is for casual work, there is no obligation on Leeds Playhouse to provide you with work. We aren't promising or guaranteeing a minimum level of work to you. You will work on a flexible, "as required" basis. We reserve the right to end an assignment at any time. If we need to cancel the assignment we will notify you as soon as reasonably practicable

LOCATION OF WORK

Your main place of work will be Leeds Playhouse. You may be required to work permanently or temporarily at other locations in the Leeds City Region. You may be asked to work temporarily in other locations in the UK.



BENEFITS

PENSION

Auto-enrolment in a Standard Life Pension, unless you opt out, with 3% employer contribution, if eligible.

BENEFITS

- Free employee assistance service
- Corporate gym and swimming discount
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets
- Inhouse counselling services with a BACP counselling professional on site (by referral)
- Voluntary Cash Health Plan (optional)

HOW TO APPLY

TO FIND OUT MORE,
PLEASE CONTACT LIZ
ESCRIPT, FOOD &
BEVERAGE MANAGER, AT
liz.escritt@leedsplayhouse.org.uk.

PHOTOGRAPHY CREDITS

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Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for 3 months before being destroyed if you are unsuccessful, and for up to 12 months if you are successful.

HOW TO APPLY

To apply for this post please complete the online application form and diversity monitoring form which can be found on the vacancies page listing. Data from your diversity monitoring form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact recruitment@leedsplayhouse.org.uk.

INTERVIEWS FOR DISABLED CANDIDATES

Leeds Playhouse is a member of the Disability Confident scheme. Subject to capacity, we will interview candidates who identify as disabled who demonstrate that they meet all the essential criteria for the job.

EQUAL OPPORTUNITIES

Leeds Playhouse is committed to promoting equality and opportunity in its employment practices. In particular, the company aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, or religious beliefs. Disabled candidates will not be treated less favourably on the grounds of their disability.

SAFEGUARDING

The Playhouse is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.



THANK YOU

FIND US AT

Playhouse Square,
Quarry Hill, Leeds LS2 7UP
leedsplayhouse.org.uk
0113 213 7700