



ROYAL EXCHANGE THEATRE

JOB DESCRIPTION

ROLE: Hospitality Assistant

HOURS: Ad hoc

CONTRACT: Casual agreement

RESPONSIBLE TO: Hospitality and Events Managers

JOB OVERVIEW

Seasonal requirements, depending on shows and events within the Theatre building. Various shifts available 7 days a week ranging from 3 - 8 hours on an ad hoc basis. This is a hospitality role working within the Theatre's onsite café and bar areas. Duties include (but are not limited to): taking orders, using coffee machines, serving hot and cold food, cleaning tables and providing a pleasant and enjoyable environment for customers.

ROLE FUNDAMENTALS

- Both front of house and kitchen responsibilities including
- Taking orders and handling money
- Serving both hot and cold drinks and food
- Use and understanding of coffee machine, basic barista skills
- Assisting Hospitality Supervisors and Hospitality and Events Managers with training of new staff
- Recording and reporting of food hygiene (temperatures/ cleaning procedures)
- Support wider RET departments with set up and delivery of events.
- Assist Kitchen Assistant with kitchen/ food prep when required

RESPONSIBILITIES OF ALL TEAM MEMBERS

- Be aware of other teams' work, to help achieve RET's aims. Work well with colleagues across the organisation.
- Work to the Equality and Diversity policy of the RET and help to achieve the theatre's diversity action plan.
- Have an awareness of, and comply with, Health and Safety at Work and work to RET's Health and Safety Policy
- Work to other guidelines, procedures and policies provided by the company.
- Take part in working groups and training sessions as required.
- Take part in ongoing evaluation and reflection of our work.
- Support RET's sustainability aims.
- Develop learning around different cultures and be conscious of the barriers people face coming to the theatre. Aim to provide a considered experience for all RET visitors.

CORE SKILLS AND EXPERIENCE

- Customer service experience
- Friendly, organised and have excellent communication skills
- Flexible, reliable and hard working
- Team players, able to follow workplace procedures, work tidily and efficiently and deliver consistently good service.
- Presentable and punctual
- Knowledge of health & safety and food safety

DESIRED SKILLS AND EXPERIENCE

- First aid trained
- Food Hygiene certificate
- Barista training
- Knowledge of theatres

WHAT WE WILL PROVIDE

- A supportive, inclusive, and collaborative working environment. We will consider everyone's needs and improve where we can.
- Safe routes and structures to report anything that has a negative impact. We'll keep learning and growing.
- Personal and professional development opportunities.
- Ongoing training such as inclusivity, anti-racism, unconscious bias, mental health, and wellbeing
- A stimulating and creative workplace where everyone's opinions and ideas can be shared.
- Competitive salaries and opportunities to contribute to pensions.
- Access to mental health and wellbeing services.

RET VALUES AND BEHAVIOURS

We are invested in the people we work with and their values and behaviours. We want all our team to display and live by the following principles:

ACCOUNTABLE

- We take ownership of our own part and are accountable for our own decisions.
- We trust others to be responsible for what they do, and how they do it, to drive the aims of RET and its future.
- We will challenge people and practice, as well as support them, to achieve our aims especially in our active commitment to removing discrimination.

HONEST

- We will ask difficult questions, feel empowered to do so and give and receive feedback, even if it is difficult to say or hear. This is vital for equality, diversity and inclusion.
- We will be empathetic and demonstrate emotional intelligence.
- We will apologise if we have done something wrong – and move on.

OPEN

- We will develop the appetite to learn and grow, so that we can be truly open to anyone and everyone.
- We will be collaborative, flexible and adaptable in how we do things and get “stuck in” if we see others need help.
- We will welcome innovation and show entrepreneurship where we can.