

ROYAL EXCHANGE THEATRE

JOB DESCRIPTION

ROLE: Casual Hospitality Assistant

HOURS: Ad hoc

CONTRACT: Casual Agreement

RESPONSIBLE TO: Hospitality and Events Manager

Hourly rate: £13.45

JOB OVERVIEW

Work will be offered to you on an ad hoc basis, as and when there is work to be done. You are free to accept or decline shift offers. You are not guaranteed continuous work, and we are under no obligation to offer you engagements or re-engagements.

Attendance at work will be as agreed between yourself and the Events & Hospitality Manager. Shifts at the Theatre cover 7 days a week, ranging from 3 – 8 hours per shift. Shift numbers and hours available will vary week to week.

This is a hospitality role working within the Theatre's onsite café and bar areas. Duties include (but are not limited to), taking orders, supporting the Kitchen Supervisor, using coffee machines, serving hot and cold food, cleaning tables and providing a pleasant and enjoyable environment for customers.

You must be 18+ to apply for this role.

ROLE FUNDAMENTALS

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

RESPONSIBILITIES OF ALL TEAM MEMBERS

- Be aware of other teams' work, to help achieve RET's aims. Work well with colleagues across the organisation.
- Adhere to the RET's Code of Behaviour, and Anti-Harassment & Anti-Bullying Policy.
- 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.

ESSENTIAL CRITERIA

- Previous hospitality experience within a theatre or live event environment
- Previous experience serving large crowds under time restrictions
- Point of sale experience – handling and processing cash and card payments
- Basic bartending and barista experience
- Knowledge of health & safety and food safety
- Emergency procedure awareness
- Knowledge of upselling to enhance audience experience
- Friendly, approachable, and professional, with excellent communication and interpersonal skills.
- Flexible, reliable, and hardworking, with the ability to adapt to varying shift patterns and seasonal demands.
- Strong team player, able to follow workplace procedures, maintain a tidy and efficient work environment, and consistently deliver high-quality service.
- Well-presented, punctual, and committed to professional standards.

DESIRED CRITERIA

- Level 2 food hygiene
- First Aid trained

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.