

LEEDS  
PLAY  
HOUSE



Photography by Anthony Robling

# WE'RE RECRUITING

Food & Beverage Manager  
Recruitment Information Pack

If you require a different format of this Recruitment Pack, please contact the HR & Learning team on 0113 213 7232 or [recruitment@leedsplayhouse.org.uk](mailto:recruitment@leedsplayhouse.org.uk)



## Who are we?

At Leeds Playhouse we are a creative hub for the city and beyond, a place where people and communities come together to tell and share stories; to experience world class theatre that is pioneering and relevant and to develop strong relationships.

Creative community engagement and artistic development are every bit as important to us as our internationally acclaimed work on stage, and people are at the heart of everything we do.

Our packed and varied theatre programme sees audiences of over 200,000 people per year across our three theatre spaces, on tour and online. Alongside this our sector-leading Playhouse Connect team works with around 12,000 people aged 0 – 95 every year, using theatre to open up possibilities, and our Artistic Development programme Furnace nurtures and supports hundreds of locally rooted artists across all career stages.



Photography by Nick Singleton

Committed to making theatre available to everyone, the Playhouse is a pioneer of accessibility, being the first theatre in the country to initiate Relaxed and Dementia Friendly performances and become a Theatre of Sanctuary for refugees and people seeking asylum. A key aim of our award-winning £ 16m redevelopment of our building was to make our theatre much more accessible.

And whilst we're incredibly serious about what we do, we provide a relatively informal, plus warm and friendly environment.



“The Playhouse’s connection with Leeds, a city so rich in creativity and diversity, is inspiring. Its ethos of inclusivity and community means it is home to such incredible and vibrant storytelling. It’s a collaborative and innovative space and community to be part of.”

**Rozina Breen**, Chair of the Leeds Playhouse Board and Editor-in-Chief & CEO The Bureau

This short film will help you understand what we’re all about:

[youtu.be/AT98G3fWhvQ](https://youtu.be/AT98G3fWhvQ)

Or check out our X account @LeedsPlayhouse and mission and vision at

[leedsplayhouse.org.uk/about-us/who-we-are/](https://leedsplayhouse.org.uk/about-us/who-we-are/)



Photography by David Lindsay

## Who we're looking for

We embrace diversity in all its forms and we positively encourage deaf and disabled people, African Diaspora people, South East and South Asian people, or people from other ethnically diverse backgrounds, to apply. Together we're working on a Plan for Change to ensure our Playhouse is an anti-racist organisation that is welcoming to everyone.

We have a champions and allies support system for all protected characteristics so no one should feel marginalised or unable to raise their views, in particular, ensuring 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, religious beliefs, care experience or socioeconomic situation. We will make adjustments as necessary to ensure disabled people have equal opportunity and access.

**We guarantee to interview any candidate with a disability who has the skills, experience and values for the role they're applying for.**

# Applying for this post

To apply for this post please complete the online application form and diversity monitoring form which can be found on the job opportunities page, under the job role you are applying for. 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](mailto:recruitment@leedsplayhouse.org.uk).

## Guidance:

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.

## Access

We are members of the **Disability Confident** scheme. Subject to practicalities in the event of a large number of applications, we will interview all candidates who identify as disabled and who demonstrate that they meet all the essential criteria that they are given an opportunity to evidence on the application form.

Please clearly state on your application if you are disabled, and if you need any adjustments to participate in the recruitment process. Remember that the panel will not see information on your Inclusion and diversity monitoring form. You are not asked to provide the panel with details of any disability at this stage of recruitment - just what we may need to change to help you fully participate in the application process.

## Role Summary

Working alongside other Front of House teams, the Food and 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 team is also responsible for delivering a wide-ranging Food & Beverage offer to support our expanding Events and Conferences programme. This offer can range from conference-style drinks, snacks and lunches to a full-seated dining experience.

The role of the Food & Beverage Manager will be to oversee all aspects of Food & Beverage service delivery in each of the above areas, ensuring that the various offers match the standards expected by a loyal and expanding customer base representing the many communities within the region and beyond.

Reporting to the Head of Business Development and responsible for a team of up to 5 full-time and 40 part-time staff, the Food & Beverage Manager will set, implement and monitor all standards in collaboration with the Head of Department. They will implement a full training programme to maintain and increase standards and further develop the team.

The Food & Beverage Manager will be tasked with driving sales through improved service delivery, menu development, product development and the building of positive supplier relationships. They will also be responsible for operating the business within current budgeted parameters.

## Main duties and responsibilities

The main duties and responsibilities of the role are:

- Provide a comprehensive public facing catering offer to support the Playhouse programme. This includes the Playhouse Kitchen, Bars, and Front Room Café.
- Deliver a catering offer as required by the Playhouse's growing Events and Conferences programme.
- Deliver catering to any other service within the Playhouse as requested.
- Ensure that the catering team delivers a consistent, inclusive and welcoming, high-quality service.
- Ensure that the catering operation runs on a strict commercial basis focused on targets and KPIs set by the Head of Business Development.
- Work with the Head of Business Development to deliver and maintain an evolving and exciting Food & Beverage offer that reflects the wide range of audiences and visitors to the Playhouse.
- Support the Head of Business Development in maximising revenue and implementing new income generating activity.
- Work with the Head of Business Development on setting and maintaining budget and stock controls and produce monthly stock figures for food and beverages.
- Ensure that Conferences and Events catering is delivered to the standard expected in a Commercial Events environment and that these events are costed and invoiced accurately and efficiently.
- Manage the kitchen and the Kitchen Manager, taking responsibility for purchasing all food and equipment for catering.
- Manage the Food and Beverage Assistant Manager.
- Oversee stock management and control, ensuring the team receive, store and process all stock in an auditable and safe manner.
- Ensure strict compliance with all Health & Safety regulations and legislation together with the maintenance of a high standard of hygiene within the serving and preparation areas.
- Train staff in emergency evacuation of the Café and Front of House areas.
- The Food and Beverage Manager is responsible for delivering auditable results in line with targets set out by the Head of Business Development.
- This position may involve the preparation and delivery of food during peak periods or staff leave.
- Undertake any other duties as requested by and agreed with your line manager.

## 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 and Beverage Manager is based in the Food and Beverage Team, within the Enterprises department. You will manage the Food and Beverage team which includes: an Assistant Manager, Team Members, Supervisors, the Kitchen Manager and Kitchen Assistants.

You will be managed by the Head of Business Development.

### Key Internal Relationships

- Food and Beverage Team
- Front of House Team
- Building Operations Team
- Finance Team
- HR & Learning Team
- Head of Business Development
- Conference and Events Sales Manager
- Playhouse Connect Team
- Fundraising and Development Team

### Key External Relationships

- Suppliers
- Audience Members
- Event Attendees

## Person specification

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

### Personal attributes:

- Strong attention to detail and a genuine interest in working with people and providing a good product and service to the customer
- Enjoy working in a fast-paced work environment
- A welcoming, professional and proactive manner
- Customer orientated committed to delivering excellent service
- Strong communication and leadership skills
- Self-motivating, highly organised and efficient
- Be able to work flexible/unsociable hours
- Solution orientated with the ability to use their initiative and prioritise during busy



periods

- Good time management and planning skills
- The ability to lead from the front and inspire teams and individuals
- A positive approach to change and a passion for Food and Beverage
- Demonstrable commitment to equity, inclusion, diversity and accessibility

**Skills:**

- Confident in managing staff and giving them the right direction
- Balancing multiple priorities and self-motivating
- Ability to spot and resolve problems efficiently
- Able to communicate confidently and effectively with the Team and wider organisation
- Ability to manage people and meet financial targets
- Computer literate, with good IT skills across basic Microsoft Office packages
- Ability to manage and resolve conflicting priorities

**Knowledge and Experience:**

- Proven food and beverage management experience within fast paced branded and non-branded environments
- Experience of working positively in a public facing role with a customer focus
- Knowledge of health & safety and food safety regulations
- Up to date knowledge of food and beverage trends and understanding of best practices around food handling, dietary requirements and allergen control
- Experience of stock and cash handling
- Knowledge of cellar management
- Experience of creating and implementing training and standards manuals
- Significant experience of people management and/or supervision
- All relevant food hygiene and preparation certification with a particular focus on best practice around dietary requirements and allergen control

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

- Food & Beverage theatre experience
- Barista Training/Qualification
- Practical experience of food preparation in a busy kitchen
- Knowledge and/or experience of access issues
- Safeguarding knowledge, training and/or experience of raising issues

# Terms & Conditions

## Period of work

Permanent, full-time contract, subject to successful completion of probationary period.

## Pay

£32,000 per year.

## Hours

Full-time (35 hours per week), working 5 days across a 7-day week. Rota is based on the needs of the business. Early morning, evening, weekend and some Public Holiday work will be required.

There may be occasions when you are required to work outside the normal hours outlined. In recognition of additional hours worked, you are entitled to Time Off in Lieu (TOIL) in line with the Playhouse TOIL policy.

## Holidays

20 days per annum plus Public Holidays, rising with length of service.

## Notice period

8 weeks

## Probation period

12 weeks

## 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.

## Offers

Any job offer we make is subject to:

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK
- Enhanced DBS check

## Non-contractual benefits

- Free-to-use employee assistance service
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets

## Other benefits

- Contributory staff pension

# Key statements

## 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

In line with the Playhouse's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Playhouse will not discriminate unfairly against any convictions or other information revealed.

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.

## Find out more

Please contact David Burton, Head of Business Development for more information by email at [david.burton@leedsplayhouse.org.uk](mailto:david.burton@leedsplayhouse.org.uk)