



LEEDS PLAY HOUSE

FOOD & BEVERAGE SUPERVISOR

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**



**THE LIZ & TERRY BRAMALL
FOUNDATION**



QUARRY THEATRE
850 CAPACITY



BRAMALL ROCK VOID
100 CAPACITY



COURTYARD THEATRE
420 CAPACITY

QUICK FACTS

3 THEATRES

5 MAIN REHEARSAL & STUDIO SPACES

c175,000

AUDIENCE PER YEAR

OVER 19,500 PEOPLE

CONNECTED THROUGH PLAYHOUSE CONNECT

10M

TURNOVER

+

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

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

leedsplayhouse.org.uk

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WHO WE ARE

Leeds Playhouse has been one of the UK's leading producing theatres for 55 years. We are an award-winning cultural hub, a place where people come together to share stories, spark creativity and experience world-class theatre in the heart of Yorkshire.

At the heart of our purpose is a belief in the transformative power of theatre. We are driven by a social mission – to create work that speaks directly to the people of Leeds, reflects their lives, and opens up new possibilities for everyone who calls this city home. Our productions, projects and partnerships are rooted in the belief that culture should be accessible to all, and that theatre can be a catalyst for change.

The Playhouse has a proud history of inclusive practice, community connection and civic responsibility. We work closely with people across our region to ensure our work is representative, relevant and resonant. Our commitment to inclusivity is embedded in everything we do, from our artistic programme to our participation work and building design.

This warm, open approach has been recognised nationally. In 2022, **Leeds Playhouse** was named **Most Welcoming Theatre** at the **UK Theatre Awards**, a testament to our commitment to creating an accessible, inclusive and creative space at the heart of the Leeds City Region. Our productions continue to receive national acclaim, including the Olivier-nominated and UK Theatre Award Winning *Animal Farm*. For three consecutive years, Playhouse performers have won **Best Performer in a Musical**, and in 2024 our production of *Oliver!* was named **Best Musical**.



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.

Food & Beverage Supervisors are required to cover all aspects of Food & Beverage service delivery in each of the areas of operation. The Supervisor may oversee more than one area at a time depending on business levels, and will have oversight of a staff group made up of several team members.

Reporting to the Food & Beverage Manager and the Assistant Manager in their absence, the Supervisor will monitor and champion the Playhouse standards. They will be responsible for leading their team on shift to ensure the best service is provided to all customers across the range of Food & Beverage services.

We are searching for a new Supervisor to join us on a full-time, permanent basis. Shifts are determined by a rota basis, and will cover our two bars, coffee shop, and restaurant, with opportunities for both daytime and evening work. We usually operate across Monday – Saturday, with the occasional Sunday shift.

DUTIES AND RESPONSIBILITIES

THE MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE ARE:

STAFF SUPERVISION

- Support the Food & Beverage Manager and Assistant Manager in overseeing the Food & Beverage operation to achieve maximum sales and profit by having motivated and skilled staff who deliver an exceptional and inclusive customer experience, whilst ensuring operational procedures are maintained.
- Supervise other members of the Food & Beverage team in accordance with established Playhouse standards, policies and procedures. This role will not have any line management responsibilities.
- Ensure all stock holding levels are relevant to the levels of business. Ensure all dates adhere to best before guidelines and that all stock is being rotated according to first in first out (F.I.F.O) procedures by overseeing the ordering of stock.
- Motivate and inspire the team through a genuine passion for hospitality, leading by example.
- Ensure that all staff are completing the opening & closing checks and relevant departmental paperwork.
- Liaise with other frontline teams including Front of House Duty Managers, Attendants, Playhouse Volunteers, Box Office, Housekeeping, Building Operations & Facilities including Security staff.
- Championing your team and raising any needs or concerns with management or appropriate support channels.

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.
- Ensure customers feel welcome at all times and provided with efficient service.

- Take a lead role in overseeing the presentation of the public areas and communal staff areas, ensuring the highest standards are maintained at all times throughout the day.
- Carry out pre-service briefing sessions with the team, ensuring they are well informed at all times.
- Deal with customer complaints confidently, effectively and appropriately.
- Restock the outlets when the opportunity arises, ensuring a full range of products are always available.
- Help manage the delivery of any conference or events, ensuring all guests receive the best possible service at all times, ensuring correct set up and clean down of any such event.

FINANCIAL

- To drive sales by ensuring customer satisfaction and implement exceptional and inclusive customer service.
- Ensure accordance of cash management systems, including daily takings, till shortage/ overage, banking and safe checks.
- Ensuring all cash and stock is stored safely and securely whilst on the premises.
- Assist with stock control measures, ensuring that the systems in place are adhered to at all times and that stock is stored tidily, re-ordering as necessary.

LEGISLATION

- To report maintenance faults directly to your supervisor. To report maintenance faults directly to the Building Operations & Facilities team via email or directly if urgent.
- Assist the Food & Beverage Manager and Assistant Manager in overseeing health, safety, hygiene and licensing procedures, ensuring staff are appropriately trained and following agreed procedures and best practice.

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 your 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 Supervisor is based in the Food & Beverage Team, within the Enterprises department.

You will supervise a team of Food & Beverage Team Members. Although you will be supervising staff, you will have no line management responsibilities.

You will be managed by the Food & Beverage Manager.

KEY INTERNAL RELATIONSHIPS

Food & Beverage Supervisors will work closely with Food & Beverage Team Members and Kitchen Assistants, as well as 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 will be expected to greet and assist everyone with whom they come in contact.

PERSON SPECIFICATION

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

- Demonstrable experience in barista-style coffee service.
- Experience supervising a team (including life, work or volunteering experience)
- Can handle cash and card transactions accurately and follow correct procedures.
- Can stay calm, effective and professional when dealing with busy periods, complaints, or unexpected situations, ensuring customer needs are met.
- Demonstrates the ability to deliver friendly, helpful, inclusive and professional service to customers, with an eye for detail and a genuine interest in working with people.
- Strong communication, leadership and motivational skills. Able to communicate clearly and confidently with a wide range of people (e.g. customers, colleagues, managers) in a polite and respectful manner.
- Works cooperatively with others, contributing to a positive and supportive team environment.
- Takes initiative to spot and complete tasks proactively, role-modelling and responding positively to requests or changes in priorities.
- Demonstrates honesty, inclusivity, and respect, and is supportive of Leeds Playhouse's Anti-Racism work and organisational values.
- A willingness and flexibility to work across daytime, evenings, weekends and throughout our busy festive season.
- A willingness to learn British Sign Language (BSL) and undertake other relevant training.
- Must be at least 18 years old, the legal age to serve alcohol.

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

- Barista qualification.
- Catering and bar experience and/or food preparation experience.
- Current food hygiene certificate.

EMPLOYMENT TERMS SUMMARY

CONTRACT

This is a permanent contract.

Any offer we make is subject to:

- receipt of 2 satisfactory references
- proof of eligibility to work in the UK
- proof of meeting the legal age to sell alcohol

SALARY

£23,259 per year.

HOURS

Full-time, consisting of 35 hours per week. Working pattern will vary with early mornings, evenings and weekends, including occasional Sundays and some unsocial hours.

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.

PROBATION PERIOD

8 weeks.

NOTICE PERIOD

4 weeks. 1 week during probation period.

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.

HOLIDAYS

5 weeks per holiday year, plus Statutory Bank and Public Holidays, rising with length of service.

BENEFITS

- 2 paid wellbeing days a year
- 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
ESCRITT, FOOD &
BEVERAGE MANAGER, AT
liz.escritt@leedsplayhouse.org.uk.

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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.

A photograph of a man and a woman looking at a smartphone together at night. The man, on the left, has dark curly hair and glasses, wearing a teal polo shirt and a lanyard that says 'LEEDS PLAYHOUSE'. He is smiling and pointing at the phone. The woman, on the right, is wearing a yellow knit beanie, a colorful patterned scarf, and a purple sweater. She is holding a glass of beer. The background is dark with some blue lights. A large, semi-transparent orange shape is on the left side of the image.

THANK YOU

FIND US AT

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leedsplayhouse.org.uk
0113 213 7700