FOOD & BEVERAGE TEAM MEMBER (FIXED-TERM)

LEEDS PLAYHOUSE

APPLICATION INFORMATION 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

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Leeds CITY COUNCIL

THE LIZ & TERRY BRAMALL FOUNDATION

QUICK FACTS







3 THEATRES
5 MAIN REHEARSAL & STUDIO SPACES

c193,000
AUDIENCE PER YEAR

OVER 19,500 PEOPLE
CONNECTED THROUGH PLAYHOUSE CONNECT

10M
TURNOVER

+

- Restaurant & café
- Two bars
- Conferencing and events
- Public gallery space

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. 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. In 2025, our production of *Animal Farm* won the **UK Theatre Award** for **Best Revival** and a range of our productions were nominated for **Olivier**, **Black British Theatre, Asian Media** and **What's On Stage Awards**. 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



CHRISTMAS TEMP – FIXED TERM

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 Food & Beverage Assistant Manager.

We are searching for some new team members to join us on a part-time, fixed-term basis, with a **minimum guaranteed 16 hours per week**. Overtime will also be available.
We have a variety of different shifts across our café, within the kitchen (serving and washing up) and on our bars. For this contract, we mostly require day shifts so availability to work during the day (different shifts between 8am to 5pm is a must). We operate Monday through to Sunday, with shifts over a maximum of 5 days out of 7, if you are willing to pick up overtime.

We need staff to have full availability to work over our busy festive period, from November to January. You must also be at least 18 years old, to be able to serve alcohol.

MAIN 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 be willing to undertake training and development as required.

- 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**.

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 manager will be the Food & Beverage Manager or Assistant Manager.
We won't ask you to manage other staff.

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, but other key relationships will include :

- Finance team
- HR & Learning department

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

ESSENTIALS:

- Communication skills: Able to communicate clearly and confidently with a wide range of people (e.g. customers, colleagues, managers) in a polite and respectful manner.
- Customer service experience: Demonstrates the ability to deliver friendly, helpful, and professional service to customers.
- Numeracy and accuracy: Can handle cash and card transactions accurately and follow correct procedures.
- Proactive approach: Takes initiative to complete tasks without constant supervision and responds positively to requests or changes in priorities.
- Resilience under pressure: Can stay calm and effective when dealing with busy periods, complaints, or unexpected situations.
- Teamwork: Works cooperatively with others, contributing to a positive and supportive team environment
- Prioritisation: Can manage tasks during busy periods, ensuring customer needs are met first.
- Commitment to values: Demonstrates honesty, inclusivity, and respect, and is supportive of Leeds Playhouse's Anti-Racism work and organisational values. A confident communicator, able to deal with a wide variety of people and situations.
- Commitment to work minimum 16 hours a week across a variety of available shifts, in particular being available for daytime shifts. You must be available to work through November to January for our busy festive season.
- Must be at least 18 years old, the legal age to serve alcohol.

DESIRABLE

- Barista qualification or demonstrable experience in barista-style coffee service.
- Catering and bar experience and/or food preparation experience.
- Current food hygiene certificate.

EMPLOYMENT TERMS SUMMARY

CONTRACT

This is a fixed-term, 16-hour per work contract, with additional hours available as overtime. Contract to start as soon as possible until 16 January 2027. 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

PAY

£12.71 per hour. Plus double pay offered on Bank Holidays worked.

HOURS

16 hours a week minimum, with overtime available. Hours are negotiable, and we are open to considering candidates seeking either more or fewer hours than those advertised.

Working pattern will vary with some early mornings, weekends and evenings, with most shifts to be during day. We are open to discussing schedule preferences.

NOTICE PERIOD

2 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.

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 local gym and swimming discount
- Staff ticket discount and free complimentary tickets
- Staff discount in Playhouse food and drink outlets
- Overtime available, and double pay on Bank Holidays
- Pro-rata holiday entitlement of equivalent to 5 weeks per year, plus pro-rata bank holiday entitlement, with option to be paid entitlement at end of contract
- Optional Voluntary Cash Health Plan

HOW TO APPLY

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 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

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

LEEDS PLAYHOUSE

FIND US AT

PLAYHOUSE SQUARE,
QUARRY HILL, LEEDS LS2 7UP
LEEDSPLAYHOUSE.ORG.UK
0113 213 7700

PHOTOGRAPHY CREDITS
All photographs are copyright Leeds Playhouse unless otherwise stated.

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Page 3: *Wendy & Peter Pan*, photography by Marc Branner
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