



REGENT'S PARK  
**OPEN AIR**  
THEATRE

Recruitment Pack

# **BARS & DINING ASSISTANT**



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# ABOUT US


**Established in 1932, the multi-award-winning Regent's Park Open Air Theatre is one of the largest theatres in London (at a capacity of 1,304). Passionate about producing popular, enriching and unexpected theatre that provides a lens into the here and now, the scale and ambition of our productions together with our magical outdoor setting makes us unique in the capital's cultural landscape. In 2024 we welcomed over 180,000 people to our 27-week summer season.**

Over the last fifteen years, our productions have won seven Olivier Awards, ten WhatsOnStage Awards, and four Evening Standard Awards. We were named London Theatre of the Year in 2017 by The Stage, and received the Highly Commended Award for London Theatre of the Year in 2021. Our productions have toured the UK, and have transferred to both the West End and the United States. Our 2016 revival of *Jesus Christ Superstar* has just finished tours of both the UK and North America, and has recently commenced a tour of Australia. Our 2024 revival of *Fiddler on the Roof* will transfer to London's Barbican Theatre this summer, followed by a UK and Ireland tour.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we introduced 33,000 tickets at £15 across the whole of 2024's summer season and we regularly work with local charities. Each year, on average, we subsidise tickets for 6,000 school pupils.

Food and drink plays a significant role in the Open Air Theatre experience, with our in-house bars and restaurants including Covered Dining (recently certified as a Sustainably Run Restaurant), The Grill and The Pizza Oven. We also have our own picnic lawn and the West End's longest bar!

Regent's Park Open Air Theatre has become one of the most independently sustainable and financially successful producing theatres in the country, and we're proud to embark on the next stage of our vision with ever increasing artistic ambition and entrepreneurial spirit.



**REGENT'S PARK OPEN AIR THEATRE IS A MAGICAL SANCTUARY FROM THE HUSTLE AND BUSTLE OF THE CAPITAL.**

The Times



# OUR VISION, MISSION & GUIDING VALUES

## VISION

To help people make sense of the world under a shared sky.

## MISSION

Celebrating our unique and experiential outdoor setting, we create popular, enriching and unexpected theatre that provides a lens into the here and now.

## GUIDING VALUES

Ambitious  
Open  
Independent  
Connected  
Joyful

## UNDERLYING PRINCIPLES

01 **Equity, Diversity & Inclusion**

03 **History & Heritage**

02 **Environmental Sustainability**

04 **Civic Responsibility**

## STRATEGIC PRIORITIES

01 **Producing Expansion**

02 **Developing Audiences & People**

03 **Organisational Growth**





**REGENT'S PARK OPEN AIR THEATRE IS FAST BECOMING THE NEW POWERHOUSE FOR EYE-OPENING MUSICAL REVIVALS.**

Broadway World

# JOB ROLE

## KEY RESPONSIBILITIES

**We are looking to recruit a team of Bars and Dining Assistants. Together with the Front of House Team, Bars and Dining Assistants are the friendly outward face of the organisation, offering a warm welcome to all audiences and delivering a consistently high standard of customer service in a fun and fast-paced creative environment.**

**Team members will work across different areas of the in-house catering operation, learning to run and serve food and drink in any of our bars, restaurant, grill and pizza oven, as well as additional private events.**

- Delivering an excellent standard of customer service, ensuring that a positive attitude and warm welcome is given to all customers.
- Assisting the Bars and Dining Supervisors to ensure that the site is fully prepared and stocked for the punctual opening of the site, including setting furniture and comprehensive cleaning of service areas using the correct cleaning equipment and chemicals as directed.
- Being knowledgeable and proficient in service methods for the menus in each distinct catering area, preparing orders to a consistently high standard.





- Keeping both the front and back of house catering areas tidy and well stocked, reporting any shortages or equipment faults to managers.
- Accurately recording sales through the tills, reporting any problems to managers.
- Assisting with preparation for pre-booked catering and one-off events, ensuring areas are set, with food and drinks served in good time.
- Dealing with customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, escalating as necessary.
- Being proactive and flexible, working across the site, supporting the team, Head Chef and Head of Bars & Dining with any other duties as required.





# PERSON SPECIFICATION

**This is an exciting opportunity for individuals interested in hospitality and large-scale live events to join the Bars and Dining team at one of the largest theatres in London.**

## **Essential**

- Experience of hospitality or customer service.
- Good attention to detail with high standards of presentation.
- Good spoken English and interpersonal skills with the ability to communicate in a confident and friendly manner with a wide variety of people.
- Ability to work positively and supportively in a large team.
- Hands-on, can-do attitude and positive approach to team work.
- The ability to maintain confidentiality and handle sensitive information with discretion.
- An understanding and commitment to diversity, inclusion and access.

## **Non-Essential**

- Previous experience working in a food and drink setting.
- Basic Food Safety training.
- Experience of using EPOS tills and PDQ machines in a fast paced environment.
- A passion for Regent's Park Open Air Theatre and the work we produce.





**AS DARKNESS ENCROACHES,  
THERE IS NO MORE GLORIOUS  
PLACE TO GET ONE'S FILL OF  
CULTURE.**

The i

# TERMS & CONDITIONS

**Job Title:**

Bars & Dining Assistant

**Responsible to:**

Head of Bars, Dining & Commercial Events, Bars & Dining Manager

**Supported by:**

Bars & Dining Team

**Contract:**

Full and part-time contracts available, fixed term 29th April 2025 – 27th September 2025.

**Basic Working Hours:**

Various contracts available (0, 16 or 30 hours per week).

This role will require regular evening and weekend working, as well as on Bank Holidays. Any hours worked in addition to the contracted basic amount will be scheduled in advance with a manager, and paid at the same rate.

**Work Base:**

Regent's Park Open Air Theatre, Stage Door, Open Air Theatre, London, NW1 4NU.

**Salary:**

£12.85 per hour, paid weekly PAYE.

**Benefits:**

Contributory pension scheme.

Two complimentary tickets for each of the summer season's lead productions.

Staff discount at the theatre's bar and catering outlets.

Training and development opportunities.

**Annual Leave:**

Due to the nature of this contract, the successful candidate will not be able to take holiday during the contract unless required by us; payment in lieu of unused holiday entitlement will be made at the end of the contract.

**Notice Period:**

2 weeks

**Probationary Period:**

1 month





**ONE OF THE GREAT UNDERSUNG THEATRICAL SUCCESS STORIES, PACKED WITH AWARDS, AS WELL AS MOUNTING CRITICAL AND AUDIENCE ACCLAIM.**

Evening Standard



# HOW TO APPLY

## To apply for this role:

Please download and complete the Personal Details Form and Application Form from our website ([openairtheatre.com/jobs](https://openairtheatre.com/jobs)), and return to [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com) by no later than **10am on Friday 21st March**.

Should you prefer to answer the questions in the Application Form by submitting a video of yourself (lasting no more than 10 minutes) or a voice note (lasting no more than 10 minutes) instead of a written form, then please do.

Interviews are currently scheduled to take place **week commencing 24th March**. We will notify you either way if you have been selected for interview or not.

Feedback will be provided to all first round interviewed applicants on receipt of a written request no later than 1 week after the date of interview. We regret that due to the volume of applications expected feedback cannot be provided to applicants who aren't invited to interview.

**Should you have access requirements or need any reasonable adjustments to be made in order to apply for this role and/or attend an interview, please e-mail [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com).**

Regent's Park Open Air Theatre is an equal opportunities employer and our recruitment process is open to all, regardless of disability, ethnicity, sexuality, gender identity, religion, caring responsibilities, and/or socioeconomic background. Our aim is to achieve greater diversity so that our organisation better reflects the city and country in which we live and serve, and to foster an organisational culture that is inclusive, respectful and safe.

We welcome and encourage applications from people of all backgrounds, perspectives, identities and lived experiences, and in particular those of the global majority and those who are disabled.

Please click the following link to complete the survey which will help us to effectively monitor our Equity, Diversity & Inclusion work by identifying barriers to working or engaging with Regent's Park Open Air Theatre:

<https://www.surveymonkey.com/r/T83HXNK>