



Recruitment Pack

# **BARS & DINING DUTY MANAGER**

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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 2025 we welcomed just under 177,000 people to our 20-week summer season.

Drew McOnie assumed the role of Artistic Director in January 2024, and James Pidgeon was appointed Executive Director in 2021.

Over the last sixteen years, our productions have won ten 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 the UK, North America and Australia. Our Olivier Award-winning revival of *Fiddler on the Roof* transferred to the Barbican Centre in May 2025 ahead of a major tour of UK and Ireland through to January 2026.



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

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we have maintained 36,000 tickets at £15 across the whole of 2025's summer season, our BREEZE scheme enables those aged 18-25 to buy tickets for £10, 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, 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.

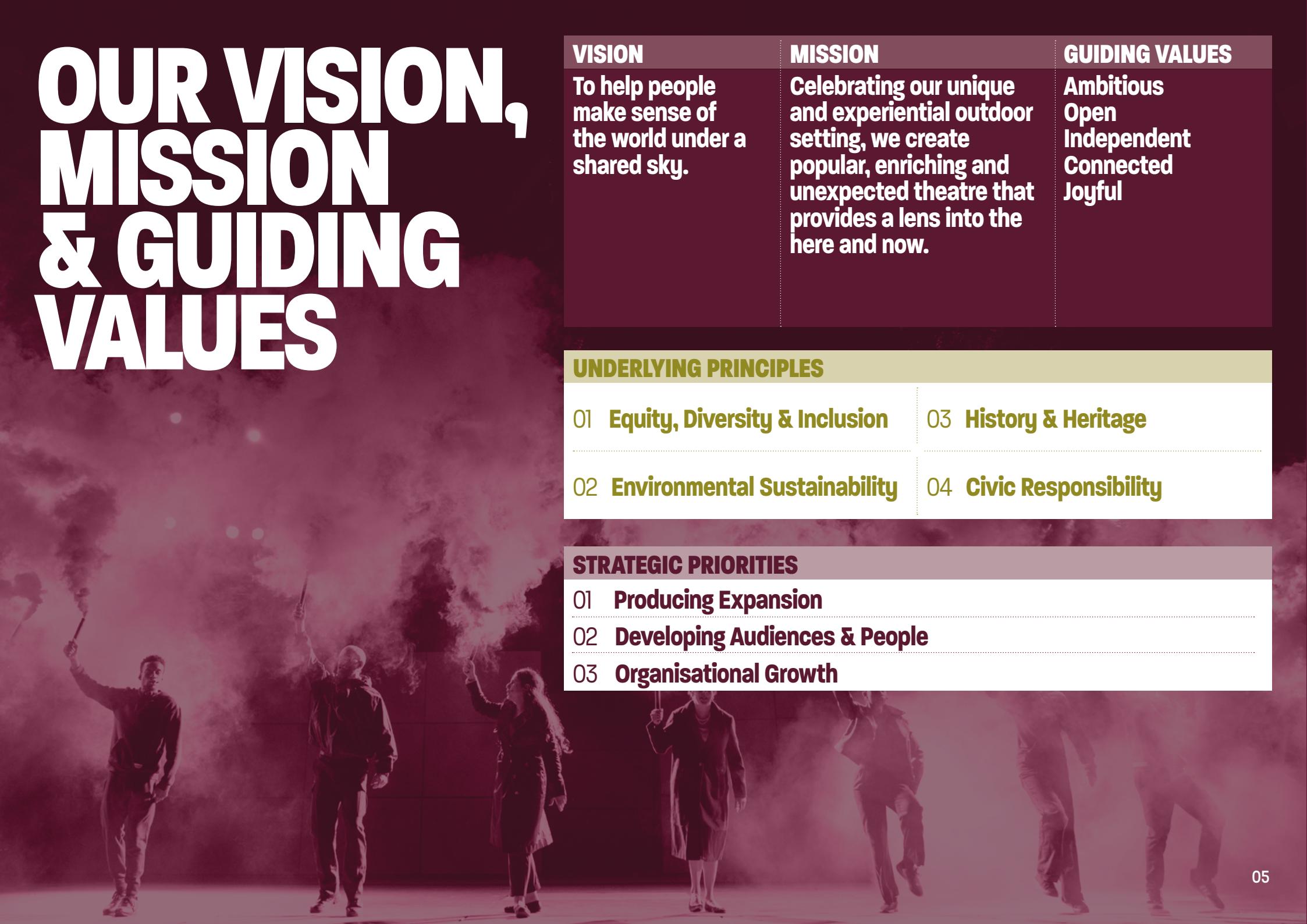


**REGENT'S PARK OPEN AIR THEATRE  
IS FAST BECOMING THE NEW  
POWERHOUSE FOR EYE-OPENING  
MUSICAL REVIVALS.**

Broadway World



# OUR VISION, MISSION & GUIDING VALUES



VISION	MISSION	GUIDING VALUES
<p>To help people make sense of the world under a shared sky.</p>	<p>Celebrating our unique and experiential outdoor setting, we create popular, enriching and unexpected theatre that provides a lens into the here and now.</p>	<p>Ambitious Open Independent Connected Joyful</p>

## UNDERLYING PRINCIPLES

01 <b>Equity, Diversity &amp; Inclusion</b>	03 <b>History &amp; Heritage</b>
02 <b>Environmental Sustainability</b>	04 <b>Civic Responsibility</b>

## STRATEGIC PRIORITIES

01 <b>Producing Expansion</b>
02 <b>Developing Audiences &amp; People</b>
03 <b>Organisational Growth</b>

# JOB ROLE

## KEY RESPONSIBILITIES

**The Bars & Dining Duty Managers assist and support the Head of Bars & Dining and the Head Chef to deliver the efficient and effective management of the front- and back-of-house catering operations and in the provision of the excellent food and drink offerings at the theatre. Evening and weekend work is an essential part of the role.**

### This role involves:

- Being a highly visible and accessible management presence, assisting in the smooth delivery of the catering operation and ensuring that all jobs are completed in a timely manner.
- Assisting with the recruitment, training and development of the seasonal bars and dining team, ensuring that an excellent standard of service and warm welcome is offered to all customers at all times.

- Having an excellent knowledge of the current and future performances, related activities, promotions and products.
- Preparing the site for the opening of the season and close down the site for the winter, including set up and programming of the EPOS till system.
- Taking a proactive role in developing income streams from all catering areas and assisting in the development of new activities as opportunities arise.
- Assisting with rotas for the Bars & Dining Assistants, ensuring adequate staffing levels are provided at all times and that rotas are completed and circulated in an efficient and timely manner.
- Ensuring accurate and consistent daily accounting is maintained in line with company procedures, reporting any discrepancies to the Head of Bars & Dining.
- Ensuring that all catering areas are fully prepared, adequately staffed and stocked for the punctual opening of the site at the advertised time.
- Ensuring that all pre-booked catering is ready for each show and that the teams receive the sales information required to deliver this.
- Dealing with customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, documenting and escalating as necessary.



- Liaising with the Partnerships Team regarding the details of additional private events and ensuring that Event Catering is prepared and ready in a timely manner, delivered to a high standard and fully cleared at the end.
- Managing disposables and stock items, ensuring that replacements are ordered and stored in a timely and correct manner.

## Health & Safety and Security

- Supervising the Bars & Dining Assistants, maintaining a safe and secure working environment at all times, adhering to company policy, licensing law, trading standards, food hygiene and health and safety legislation where applicable.
- Monitoring all health and safety, food safety and temperature records, making recommendations and reporting any areas of concern to the Head of Bars & Dining and Head Chef.
- Ensuring that the cleaning of the draught beer lines is carried out weekly and recorded.
- Maintaining a thorough knowledge of safety and emergency procedures, and taking an active role in any emergency situation.
- Supporting and deputising for the Head of Bars & Dining.

# PERSON SPECIFICATION

**As a frontline manager you will represent the company, ensuring the highest levels of customer service and presentation whilst maximising sales and profitability. You will have a hands-on role throughout our busy summer season, ensuring that all catering areas are maintained and presented to the highest standard and fully comply with health and safety, licensing regulations and company policies and standards.**

## Essential

- Previous management experience in a hospitality or catering environment.
- Excellent attention to detail with the highest standard of presentation.
- Excellent spoken English with proven interpersonal skills and the ability to communicate in a confident and friendly manner with a wide variety of people.
- Demonstrable enthusiasm for food and drink, with a flair for understanding and enhancing the customer experience.
- Hands-on, can-do attitude and positive approach to teamwork.
- Ability to work well under pressure, independently problem-solving quickly and efficiently.
- Proven experience of successfully training, motivating and managing a team.
- Calm, organised and tactful approach.
- Experience of EPOS system and daily financial reconciliation.
- Good computer literacy including Microsoft Office and Excel.
- An understanding and commitment to equity, diversity and inclusion.
- A passion for Regent's Park Open Air Theatre and the work we produce.



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

Evening Standard

# TERMS & CONDITIONS

## Job Title:

Bars & Dining Duty Manager

## Responsible to:

Head of Bars & Dining

## Responsible for:

Bars and Dining Supervisors and Assistants

## Working closely with:

Kitchen team, Visitor Services Duty Managers

## Contract:

Fixed term from 13th April to 30th September 2026

## Basic Working Hours:

Various contracts available (0, 16 or 30 hours per week), working across 7 days on a rota. The role will require regular work in the evenings and at weekends, 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:

£16.05 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

# HOW TO APPLY



## To apply for this role:

Please download and complete the Personal Details Form and Application Form from [our website](#), and return to [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com) by no later than **10am on Thursday 5th 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.

First Round interviews are currently scheduled to take place on **9th 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 barriers removing 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 society in which we live and work, 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.

Regent's Park Open Air Theatre is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff to share this commitment. Successful applicants may be asked to undertake an Enhanced DBS check, dependent on the requirements of the role.

**Please click the following link to complete this anonymous 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. Your responses will remain separate to your application and will be anonymised and kept confidential.**

**<https://www.surveymonkey.com/r/Y7V7PJS>**

