



REGENT'S PARK
OPEN AIR
THEATRE

Recruitment Pack

BARS & DINING SUPERVISOR



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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**


JOB ROLE

KEY RESPONSIBILITIES

We are seeking organised, friendly and team-focused individuals to supervise service points and private events as part of the in-house catering operation at the Open Air Theatre.

You would be crucial in supporting the effective delivery of quality food and drink throughout the season, ensuring that excellent customer service is given by the teams in each area.

- Assisting in the smooth delivery of the catering operation and ensuring that all jobs in a given catering area are completed in a timely manner.
- Ensuring that an excellent standard of service and warm welcome is offered to all customers, at all times.
- Taking a proactive role in monitoring stock and equipment, flagging issues before they arise.
- Ensuring that your dedicated catering area is fully prepared and stocked for the punctual opening of the site at the advertised time.



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

Broadway World



- Ensuring tills are used accurately on a day-to-day basis, with any issues relating to hardware or payments reported to the Head of Bars, Dining & Commercial Events.
- Managing equipment, disposables and stock items in your area, ensuring that they are used, cleaned and stored in the correct manner.
- Ensuring that food safety records are kept up to date for your given area.
- 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 closing down the site for the winter.
- Dealing with customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, documenting and escalating as necessary.
- Getting to know and taking care of your team members, supporting their learning, and flagging any issues with the Head of Bars, Dining & Commercial Events.
- Sharing customer feedback with management and contributing ideas towards future development of menus, processes and practices.
- Any other duties as reasonably requested by your line manager.



PERSON SPECIFICATION

As a front line supervisor, you will take ownership on a day-to-day basis over a specific catering area, ensuring excellent customer service and presentation whilst maximising sales. You will be a person who thrives in a busy environment and enjoys the camaraderie of teamwork. You will be a hands-on 'people' person, supporting your team members and giving all audiences the warmest of welcomes.

Essential

- Previous experience in a hospitality or catering environment.
- Excellent attention to detail with the high standards of presentation.
- Excellent spoken English with 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 team work.
- Ability to work well under pressure.
- Calm, organised and tactful approach.
- The ability to maintain confidentiality and handle sensitive information with discretion.
- An understanding and commitment to equity, diversity and inclusion.



Non-Essential

- Experience of EPOS systems.
- Previous experience of working in a theatre.
- First Aid qualification.
- Food Safety training.
- 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 Supervisor

Responsible to:

Head of Bars, Dining & Commercial Events, Bars & Dining Manager and Duty Managers.

Supported by:

Bars and Dining Team

Contract:

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

Basic Working Hours:

24 and 35 hour per week contracts available. Any hours worked in addition to the contracted basic amount will be scheduled in advance with a manager, and paid at the same rate. The role will require regular work in the evenings and on weekends, as well as on Bank Holidays.

Work Base:

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

Salary:

£13.85 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), and return to 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.

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>