

REGENT'S PARK  
**OPEN**  
**AIR** THEATRE

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# **BARS AND DINING ASSISTANTS**

**(FULL AND PART TIME) RECRUITMENT PACK**

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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. Passionate about producing first class theatre for and in our unique setting which inspires, challenges and entertains, the scale, audacity and ambition of our productions makes us unique in the capital's cultural landscape.**

Over the last twelve years, our productions have won seven Olivier Awards, seven 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.

As a registered charity that receives no regular public subsidy, over 90% of our income is generated from ticket sales. Nevertheless, we have maintained our lowest ticket price of £25 for nine years, 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, with opportunities to continue their learning with our education packs. In the past year, the number of Annual Members has increased by 31%, and our Patron Scheme by 10%.

Completing the theatre experience, our in-house bars and restaurants champion exemplary customer service, and offer a selection of dining choices, including our waiter-served Covered Dining and more casual options such as picnics, The Grill and The Pizza Oven.

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



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

Evening Standard



# Bars and Dining Assistant

Here at Regent's Park Open Air Theatre 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, pizza oven and coffee bar, as well as additional private events.

## The role involves:

- 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 Catering with any other duties as required.



**“SINCE HE TOOK OVER THE OPEN AIR THEATRE, TIMOTHY SHEADER HAS REVIVIFIED REGENT'S PARK WITH UNEXPECTED SCHEDULING AND SMART PRODUCTIONS”**

The Observer



# Person Specification

This is an exciting opportunity for individuals interested in hospitality and large-scale live events to join the Bars and Dining teams 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.

## Desirable

- Previous experience working in a food and drink setting.
- Basic Food Safety certificate.
- Experience of using EPOS tills and PDQ machines in a fast paced environment.



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

Broadway World



# Terms & Conditions

<b>Job Title:</b>	Bars and Dining Assistant.
<b>Responsible to:</b>	Head of Catering.
<b>Working closely with:</b>	The full Bars and Dining Team.
<b>Contract:</b>	Fixed term for 5 months from 2 May to 25 September 2022.
<b>Basic Working Hours:</b>	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.
<b>Work Base:</b>	Regent's Park Open Air Theatre, Stage Door Gate, Open Air Theatre, Inner Circle, London, NW1 4NU.
<b>Salary:</b>	£10.85 per hour, paid weekly by PAYE.
<b>Benefits:</b>	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.
<b>Annual Leave:</b>	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.
<b>Notice Period:</b>	2 weeks.
<b>Probationary Period:</b>	1 month.



“ARTISTIC DIRECTOR TIMOTHY SHEADER HAS  
TAKEN ON THE IDEA OF AN OPEN AIR THEATRE  
AND RUN WILD WITH ITS POTENTIAL”

Sunday Times



# How to Apply

To apply for this role, please download and complete the Personal Details Form, Application Form, and Equal Opportunities Form from our website ([openairtheatre.com/jobs](https://openairtheatre.com/jobs)), and return to [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com).

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 socio-economic background. Our ambition is to achieve greater diversity so that our organisation better reflects the city and country in which we live. We are keen to hear from people who are currently under-represented at Regent's Park Open Air Theatre and more widely in the theatre industry, particularly Black and Global Majority people, and those who are disabled.



“REGENT'S PARK OPEN AIR THEATRE IS A MAGICAL SANCTUARY FROM THE HUSTLE AND BUSTLE OF THE CAPITAL”  
Times






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