

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

---

# **BARS AND DINING ASSISTANTS**

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

---



---

**APPLY BY:**  
**10AM, THURSDAY 28 MARCH 2024**

---



# 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. Every year we welcome over 150,000 people to our 20-week summer season.**

Over the last fourteen years, our productions have won seven Olivier Awards, nine 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, we rely entirely on earned income and charitable contributions. Nevertheless, we have

maintained our lowest ticket price of £25 for ten 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.

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.



**“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 and pizza oven, 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 Bars & Dining with any other duties as required.



“

**THE QUALITY OF THE PRODUCTIONS AT THE OPEN AIR THEATRE IN LONDON'S REGENT'S PARK IS UP THERE WITH THE BEST IN THE WEST END.**

Mail on Sunday

”



# 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.

## Desirable

- 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.



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

Broadway World



# Terms & Conditions

- Job Title:** Bars and Dining Assistant.
- Responsible to:** Head of Bars & Dining.
- Working closely with:** The full Bars and Dining Team.
- Contract:** Fixed term for 5 months from 20 April to 21 September 2024.
- 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 Gate, Open Air Theatre, Inner Circle, London, NW1 4NU.
- Salary:** £11.62 per hour, paid weekly by 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.



“REGENT'S PARK AS THE SKY DARKENS AND TWILIGHT DESCENDS IS AN EXPERIENCE THAT NEVER FAILS TO MOVE AND DELIGHT.”

The i



# How to Apply

To apply for this role, complete the application form (<https://openairtheatre.com/seasonal-staff-application-form>)

and complete our Diversity and Inclusion survey by no later than **10am on Thursday 28 March 2024**.

**If you would like to answer the application questions via voicenote or video, this will also be accepted, and can be emailed to [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com).**

First Round interviews are currently scheduled to take place during the week commencing **1 April 2024**; 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 email [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 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 and Inclusion work by identifying barriers to working or engaging with the theatre:  
<https://www.surveymonkey.com/r/T83HXNK>



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






---

[openairtheatre.com](http://openairtheatre.com)

 @RegentsParkOAT

 @OpenAirTheatre

 regentsparkopenairtheatre

---