

REGENT'S PARK
OPEN
AIR THEATRE

HEAD OF BARS & DINING
(MATERNITY COVER)
RECRUITMENT PACK



APPLY BY:
10AM, Wednesday 20 November 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. 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 will soon commence a tour of Australia.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we have introduced 33,000 tickets at £15 across the whole of 2024'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 (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

Our Strategy 2022-27

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

STRATEGIC PRIORITY 1 →

Producing Expansion

STRATEGIC PRIORITY 2 →

Developing Audiences & People

STRATEGIC PRIORITY 3 →

Organisational Growth

UNDERLYING PRINCIPLES →

Equity, Diversity & Inclusion

We are committed to championing diversity, equity and accessibility in everything we do, embracing difference and individuality with respect and an inclusive approach to ensure everyone feels valued and welcome.

Environmental Sustainability

The collision between art and environment is what makes our work unique; our relationship with the planet is front and centre. Recognising the climate crisis, we are committed to reducing our environmental impact and to finding ways to adapt and respond to ever-changing weather patterns.

History & Heritage

We are committed to building on our foundations as the oldest, professional, permanent outdoor theatre in the UK.

Civic Responsibility

We are committed to developing opportunities to collaborate with local authorities, schools, community groups, grassroots organisations and other charities to remain locally engaged and effective.

Head of Bars & Dining (maternity cover)

The Head of Bars & Dining (maternity cover) is responsible for developing and driving the strategic delivery of Regent's Park Open Air Theatre's bars, dining and catering operation (maximising service, presentation, profitability and ongoing development) both in and out of the summer season. This is a key Head of Department role in the theatre's core staff team.

The role involves:

- Achieving annual bars and dining income targets and minimum gross profit margins (as set with the Executive Director and Director of Communications & Audiences), leading on the development and delivery of the food and drink offer and associated pricing strategies to reach, and where possible exceed, such targets.
- Delivering excellent levels of presentation throughout the bars and dining operation, monitoring food quality and service standards in response to internal objectives, visitor feedback, and changing audience trends and demands.
- Sourcing stock, ingredients and products, negotiating cost-effective deals with suppliers, maintaining strong relationships, and encouraging sponsorship where appropriate.
- Identifying ways to increase profitability, continuing to build income levels, increase the number of audiences who use the bars and dining offer, and average spend per head.
- Striving to ensure that health and nutrition, ethical sourcing, and environmental sustainability remain key considerations throughout the bars and dining operation.
- Overseeing, and in some cases leading, the recruitment, training and management of the seasonal Bars & Dining team (including Duty Managers, Supervisors, Assistants, Chefs and Kitchen staff), and overseeing the compilation of staff rotas and weekly payroll.
- Working with both permanent and seasonal colleagues to consistently improve the experience of our audiences whilst onsite, ensuring exceptional levels of customer service across the bars and dining operation, and dealing with customer feedback and complaints in a timely, diplomatic and appropriate manner.
- Playing a key role in the planning and delivery of season-related events such as press nights, Trustee receptions, partnerships events, and stakeholder entertaining.
- Working closely with the Director of Communications & Audiences and Marketing Manager to develop marketing assets, signage, literature and campaigns for bars and dining activity.

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Head of Bars & Dining (maternity cover)

- Being responsible for all health and safety, hygiene, first aid, access, and maintenance requirements concerning the bars and dining operation, ensuring that licencing and insurance conditions are met and that appropriate paperwork is completed, compliant and filed in accordance with internal policies. This includes responsibility for the observation and ongoing development of the Food Safety Management System in collaboration with the Seasonal Head Chef.
- Acting as the Designated Premises Supervisor, ensuring the theatre complies with its premises licence at all times (particularly regarding the sale of alcohol).
- Effectively managing all departmental budgets, accounting processes, daily and weekly reconciliations, banking, and stock controls in line with the organisation's financial systems and procedures.
- Overseeing the seasonal installation of the till system in consultation with the theatre's external IT provider, ensuring compliance with PCI and data protection policies as necessary.
- As a Head of Department, contributing to the implementation and evolution of the organisation's strategic priorities as set out in our 2022-27 Strategy.
- Any other duties as reasonably requested by the Director of Communications & Audiences and Executive or Artistic Directors.



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

Broadway World



Person Specification

We are looking for an enthusiastic, driven and highly organised team player to join our small staff team; someone who has the ability to hit the ground running to deliver an exceptional, collaborative and profitable bars and dining operation during the organisation's 2025 season.

Essential:

- Commercially minded with a demonstrable passion for exceptional bars & dining experiences.
- Significant experience of catering and hospitality management.
- Excellent management skills with experience of managing a sizeable team including a large number of seasonal (casual) staff.
- A demonstrable enthusiasm for, understanding and experience of customer service and sales techniques.
- Experience of ensuring profit margins and targets are met and where possible exceeded.
- Basic accounting and budget management skills.
- Excellent organisational and planning skills with good attention to detail.
- Strong negotiation skills.
- Experience of POS set up and systems.

- Calm and tactful approach with a strong ability to deal appropriately with a wide variety of people.
- Personal Licence holder.
- Level 3 Food Safety Qualified.
- Understanding and commitment to equity, diversity and inclusion.
- A passion for Regent's Park Open Air Theatre and the work we produce.

Desirable:

- Experience of working with a Head Chef on development of food offerings.
- Experience of working in a theatre/entertainment venue.
- First Aid at Work qualification.
- Mental Health First Aid at Work qualification.
- Experience of cellar management.
- Knowledge of current HR best practice.

If there are some skills in the Essential criteria that you do not currently have but feel you could learn and develop for this role, please still apply and note this in your application.



Terms & Conditions

Job title:	Head of Bars & Dining (maternity cover).
Responsible to:	Director of Communications & Audiences.
Responsible for:	Seasonal Head Chef. Bars & Dining Manager. Seasonal staff (including Duty Managers, Supervisors, Assistants, Chefs and Kitchen Teams).
Working closely with:	Executive Director. All Senior Leadership Team and Heads of Departments. Associate General Manager. The Visitor Services and Partnerships & Philanthropy teams.
Contract:	Full-time, fixed-term from the 10 February 2025 – 13 March 2026.
Basic working hours:	40 hours per week. Office hours are Monday – Friday, 10am – 6pm. Weekend and evening work will be required. When the theatre is in operation, you will work 5 out of 7 days (Monday to Sunday) on a rota basis.
Work base:	Regent’s Park Open Air Theatre, Stage Door Gate, Inner Circle, Regent’s Park, London, NW1 4NU. Remote working possible at times out of season, subject to agreement with Line Manager.
Salary:	In the region of £45,000 per annum, paid monthly by PAYE.
Benefits:	Contributory pension scheme. Two complimentary tickets to each of the summer season’s lead productions. Staff discounts at the theatre’s bar and catering outlets. Training and development opportunities.
Annual leave:	22 days per annum plus Bank Holidays and discretionary days in December to cover any potential festive shutdown period.
Notice period:	3 months (2 months during Probationary Period).
Probationary period:	4 months.



“TALL TREES FORM A PROTECTIVE BOSKY GLADE AROUND THE OPEN AIR THEATRE’S AMPHITHEATRE AND, AS DARKNESS ENCROACHES, THERE IS NO MORE GLORIOUS PLACE TO GET ONE’S FILL OF CULTURE”

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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 Wednesday 20 November 2024**. 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 **Monday 25 & Wednesday 27 November 2024**. We will notify you either way if you have been selected for interview or not.

Second Round interviews, if required, are currently scheduled to take place at the beginning of **w/c 2 December 2024**.

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>.




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


The Times



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