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Job Title: Kitchen Assistant (Bar Operations)

Reports to: *Theatre Manager, Front of House Managers*

Key Relationships: *Casual Staff, Suppliers, Visiting Companies, Customers*

Purpose: To support the Theatre Manager and Front of House Managers in delivering outstanding customer experiences to our theatre patrons.

Job Context

Southwark Playhouse exists to be a platform for new and emerging theatre companies and practitioners to showcase their work in London.

In doing so it presents a varied programme of theatre from new writing to reimagined revivals in uniquely flexible and dynamic theatre spaces.

It also exists to engage its local community by offering a range of drama related activities that promote learning and social cohesion.

Over the next two years Southwark Playhouse will be relocating to a new purpose built venue which will expand the scope of the theatre's operations.

As part of this expansion we are going to provide a food menu alongside our selection of beverages. The food offering will be a new pizza kitchen serving simple but tasty pizzas. We are looking for someone to make and serve the pizzas to our patrons and, with the theatre manager, develop the kitchen to ensure its long term success and viability.

Key Responsibilities

- To be responsible for the successful delivery of a first class customer service.
- To provide quick service and consistent quality pizzas to customers
- To ensure that all food standards are enforced and maintained
- To run and maintain a safe working kitchen
- To deal effectively with customer problems and enquiries.
- To be knowledgeable of the bar's services, such as food and drink menus.
- To abide by and enforce appropriate licensing regulations.
- To adhere to and assist with stock control procedures.
- To ensure that basic daily cleaning duties are carried out and to assist with other weekly responsibilities.
- To attend all training sessions.
- To adhere to all fire, health and safety procedures to minimise the risk of injury and accidents.
- To be a point of information about the Playhouse and all its activities, promoting the building to the widest possible audience.

Please Note

This is a new role so this job description is indicative of the expected responsibilities of the position but the candidate should expect that as the job evolves the scope of the role may be subject to change.

Person Specification

Essential skills, attributes and experience:

- Good communicator, able to offer a consistently high standard of customer care.
- Enthusiastic team worker with excellent interpersonal skills.
- Ability to use your initiative and prioritise tasks.
- Ability to work well under pressure.
- The ability to work evenings and weekends.

Desirable skills

- Level 2 Food Hygiene certificate (training will be given if you do not have this)
- Previous kitchen experience

Recruitment Information and Terms and Conditions

Key Terms of Employment:

This is a **zero-hour casual** contract, subject to a **one month** probationary period. After the probationary period, the notice period is **two weeks**.

- Salary: **£8.91** per hour, paid monthly
- Hours of Employment: hours are assigned on a fortnightly rota with shifts available Mon-Sat (and occasional Sundays). A standard shift is 5.5 - 6 hours.
- Holiday Entitlement of 5.6 weeks (equivalent to 12.07 per cent of hours worked). Holiday is paid on a monthly basis accumulatively according to hours worked.

Staff benefits include:

- Pension Scheme
- Complimentary tickets for Southwark Playhouse productions
- Staff discount at the Southwark Playhouse bar/cafe

Southwark Playhouse is committed to being an Equal Opportunities Employer. Southwark Playhouse Theatre Company is a registered charity no 1042870.