

APPLICATION PACK – BAR & FLOOR STAFF

We are currently recruiting for Bar & Floor staff to join us in spring 2024. They will support the day-to-day operations for our outdoor pop-up bar **Court in the Square** and from time to time also work in our **Bar & Kitchen**.

Thank you for your interest in this role. You will find information about the Royal Court and the role in the following pages, along with details of how to apply. Please read this information before you submit your application.

ABOUT THE ROYAL COURT

The Royal Court Theatre is the writers' theatre; it is the leading force in world theatre for vigorously cultivating writers - undiscovered, new, and established. Through the writers we are at the forefront of creating restless, alert, provocative theatre about now. The uniqueness of our environment enables writers to ask questions we don't yet know need to be asked in ways we cannot yet imagine, inspiring audiences and influencing future writers. Through the writers we strive to constantly reinvent the theatre ecology. We seek to find, cultivate, and create tomorrow's major writers and the classic plays of the future.

We seek stories from everywhere and create theatre for everyone, and we see our audience as one of our chief collaborators. We invite and enable conversation and debate, allowing our writers and their ideas to reach and resonate beyond the stage, and the public to share in the thinking. The Royal Court is the home of the English Stage Company Limited (ESC) and is the UK's leading theatre dedicated to new writing. Up to 16 plays a year are staged between two theatre spaces (the Jerwood Theatre Downstairs and the Jerwood Theatre Upstairs) at the Royal Court's home on Sloane Square. Over 120,000 people visit the Royal Court every year and many more see our work offsite, online, in the West End, globally and on tour. Our unique sector-leading activity is the play development work, which takes place year-round including an ongoing programme of Writers Groups for around 100 writers a year.

The Royal Court is committed to fostering an inclusive, socially just culture in which everyone feels they belong. We are an equal opportunities and disability confident employer. We seek a representative workforce for our city and we warmly welcome and commit to interview applicants with protected characteristics who meet the essential criteria for this role.

We are on a journey to become a Zero Harm organization, where everyone who engages with us can work free from discrimination. This work is live and ongoing and fully integrated across our organization and all areas of our work.

VALUES

ACUTE + RESTLESS

We're driven by the need to unsettle pre-conceived ideas of theatre, applying intuition and acute intelligence to every script. We involve our audience in questions about what theatre could be and how it shapes our world. We want to make theatre history now.

THINKING + DEMOCRACY

We're unflinching in our intellectual bite and the stringency of our thinking.

We want to shatter the illusion that ideas are for the few, throwing open the best thinking and critical debate to a broad audience.

EMPATHY + DISRUPTION

We can't act alone. Together, we listen, respond and adapt, offering a sustaining and vital playground for experiment and ideas. We're bold and flexible, embracing positive disruption and the unpredictable.

ABOUT THE BAR & KITCHEN AND COURT IN THE SQUARE

We've been operating our catering facility in-house since 2006 and our Bar & Kitchen creates a welcoming and inspiring environment with a style and ethos which reflects the work we put on our stages. As an extension of the theatre itself we are conscious that the Bar & Kitchen upholds the Royal Court's values of creativity, dynamism and diversity. We operate our commercial subsidiary as a sustainable business.

In 2020 we first opened Court in the Square, which has grown into a successful and busy outdoor venue that's open from May until September every year. We now operate both the Bar & Kitchen and Court in the Square as destination venues.

Our catering outlets serve both our audiences and those who are not visiting the theatre to great success. Offering expertly crafted cocktails alongside an extensive selection of craft gins, beers, wine and soft drinks. Our kitchen serves a great selection of small plates, sharing boards and salads with lots of vegetarian and vegan options.

Alongside our day-to-day operation we deliver bespoke events from intimate dinners on stage to large canapes receptions. We deliver a host of events in spaces throughout our building.

There is a core management team of Head of Operations and Sustainability, Bar and Restaurant Manager, Head Chef, Bar & Floor Supervisors, and casual bar, floor and kitchen staff.

All profits from our catering operation go directly to supporting the work of the Royal Court Theatre, cultivating and supporting writers – undiscovered, emerging and established.

ABOUT THIS ROLE

Job Title: BAR & FLOOR STAFF
Line Manager: Bar and Restaurant Manager, Bar & Floor Supervisors
Duration: April – September 2024

MAIN PURPOSE

Provide a welcoming and efficient environment and the highest standards of service to the guests of our catering outlets. Court in the Square is our outdoor restaurant space with 75 seats which operates at a fast pace during the spring and summer. The indoor Bar & Kitchen is mainly visited by theatre audiences but also welcomes Court in the Square visitors on colder days.

Our bar and floor team members work across all venues and disciplines. We invite people with specific skillsets to apply for the role as we use people's strengths in determining shift allocation. We also offer additional training to those seeking to gain new skills in hospitality.

Bar & floor staff supports the efficient provision of food and drink to all visitors and theatre patrons, maximising sales and ensuring all health, safety, hygiene and licensing regulations are met.

KEY TASKS

- Provide a welcoming environment for all visitors
- Ensure the safety and comfort of members of the public and staff at all times
- Proactively encourage bar and food sales to ensure maximum profitability
- Be knowledgeable about all products and services provided by our catering outlets
- Be knowledgeable about the theatre's programme and facilities
- Abide by and enforce appropriate licensing regulations
- Correctly operate the Bar & Kitchen cash registers and PDQ machines
- Accurately reconcile and record cash takings
- Adhere to and assist with stock control procedures
- Deal effectively with customer complaints in a calm and efficient manner
- Assist with, and on occasion accept or check, stock deliveries
- Ensure all cash and stock is kept safely whilst on the premises
- Ensure that basic daily cleaning duties are carried out and assist with other weekly responsibilities as allocated

- Helping the kitchen staff, as appropriate and when requested, during busy times
- Assist with events
- Attend all scheduled training sessions
- Adhere to all fire, health & safety procedures to minimise the risk of injury and accidents
- Ensure that hygiene standards are maintained
- Adhere to all staff work practices, rules and regulations
- To carry out any other duties required by the theatre and ESC Catering in pursuance of the above objectives.

PERSON SPECIFICATION

- Previous bar or waiting/floor experience is essential
- 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
- Accurate cash-handling skills
- Basic knowledge of health & safety and/or hygiene issues is desirable

TERMS & CONDITIONS

Title of post: Bar & Floor Staff

Hours: This is a casual position. Most shifts are during our regular opening hours (from 10.00 am to midnight). Some shifts can be outside of these hours. Most of our team members work between 2 and 4 shifts per week, we ask you to be available for at least 3 shift per week. Shifts will include regular evening and weekend work, we operate 7 days a week.

Contract: This is a contract for the duration of Court in the Square (ending 22nd of September 2024) with the possibility for successful team members to stay on as Bar & Floor staff in the Bar & Kitchen after Court in the Square closes.

Locations: Shifts will be predominantly at the Royal Court Theatre, Sloane Square although staff may be required to work additional shifts at other venues associated with Royal Court Theatre productions.

Salary: £13.15 per hour. This is made up of a minimum basic hourly rate of £11.44. Additionally, if after service charge the rate is less than £13.15 this will be topped up to take you to the London Living Wage. All service charge is paid to the team, you will also receive holiday pay.

Notice period: 1 week

Pension: ESC Catering Ltd operates a workplace pension scheme under the auto-enrolment rules set out by the Pensions Regulator. We have chosen The People's Pension, operated by B&CE, to meet these legal obligations. We will write to you within the first month of you joining to explain what your options are and how auto enrolment works.

OTHER BENEFITS

- Complimentary tickets for selected performances, subject to availability and the Royal Court's staff ticket policy.
- Discount on meals and drinks across our catering outlets, subject to discount policy.
- Discount on purchases in the theatre's Bookshop, subject to discount policy.
- Staff social events
- Wellbeing support with staff counselling service.

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