



Royal Court Bar & Kitchen
Sloane Square, London, SW1W 8AS
020 7565 5050
royalcourttheatre.com/bar
foodanddrink@royalcourttheatre.com

JOB DESCRIPTION

Bar and Floor Staff

Fixed Term/Zero Hours

ABOUT THE ROYAL COURT

The Royal Court is the writer's theatre - the leading national and international force for championing, cultivating and supporting theatre writers. Through work on our stages alongside national and local projects, we pioneer the theatrical form, explore big ideas, empower new voices – and in doing so enrich and enliven audiences and communities through transformative experiences.

In January 2024, our new Artistic Director David Byrne took up leadership of the Royal Court. Alongside his first season as artistic director, this coming year is a key moment to re-interrogate and renew our work. We have a focus and ambition to be the most relevant, exciting and meaningful version of 'the writers' theatre' across the next decade.

The Royal Court is committed to fostering an inclusive and collaborative culture in which everyone can do their best work. We are an equal opportunities and disability confident employer. We are particularly keen to receive job applications from individuals with protected characteristics currently under-represented in our workforce, particularly including Black & Global Majority and D/deaf & disabled applicants.

ABOUT THE BAR & KITCHEN and SUMMER IN SLOANE 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 Summer in Sloane 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 Summer in Sloane 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.



Supported using public funding by

**ARTS COUNCIL
ENGLAND**

There is a core management team of Head of Operations and Sustainability, Bar & Kitchen Manager, Lead Cook, Senior Supervisor and Bar & Floor Supervisors who are responsible for the whole Bar & Kitchen team.

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 & Kitchen Manager

MAIN PURPOSE

We are currently recruiting Bar & Floor Staff to join our team at the Royal Court Theatre on a Fixed-Term Contract. In this exciting and varied role, the successful candidates will assist with operations at our outdoor bar, Summer in Sloane Square, as well as support the day-to-day activities in our Bar & Kitchen. This is a fantastic opportunity to be part of a vibrant and engaging environment, delivering exceptional service to our guests.

RESPONSIBILITIES

Key Tasks

- Provide a welcoming environment for all visitors
- Always ensure the safety and comfort of members of the public and staff
- 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

General

- Contributing to a respectful and inspirational working culture at the Royal Court, including in relation to sustainability, health and safety, safeguarding and other policies; and upholding and developing our commitments and practice around anti-racism and anti-oppression.
- Attending trainings and wider organisation meetings as appropriate to feed into and collaborate on the delivery of all our work.

This job description is a guide to the nature of the work required of a Bar and Floor Staff member. The postholder may be required to undertake other duties appropriate to the nature of the post as agreed with the management team of the Bar & Kitchen.

PERSON SPECIFICATION

Knowledge and Experience

- Previous bar or waiting / floor experience
- Familiarity with workplace health and safety practices
- Knowledge of excellent customer service skills

Abilities/Skills

- Good communicator, able to offer a consistently high standard of customer care
- An interest in the arts
- Enthusiastic team worker with excellent interpersonal skills
- Ability to use initiative and prioritise tasks
- Ability to work well under pressure
- Accurate cash-handling skills
- A demonstrable commitment to the progression of anti-racism and anti-oppression
- Understanding of team dynamics and collaboration in a work environment.

TERMS AND CONDITIONS

- Hours:** This is a casual position. Most shifts are during our regular opening hours (from 12:00 to 23:30). 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.
- Contract:** Fixed Term/Zero Hours – 1st May to 1st October 2025. Rotas are provided on a weekly basis by the Bar & Kitchen Manager.
- Salary:** £13.85 per hour. This is made up of a minimum basic hourly rate of £12.21. Additionally, if after service charge the rate is less than £13.85 this will be topped up to take you to the London Living Wage. All service charge is paid to the team.
- Holiday Entitlement:** Holiday pay entitlement is 6.6 weeks per annum, pro rata, including Bank Holidays and calculated using average pay calculated across the weeks worked in the year. If you have not been employed for that long, holiday pay will be based on the average pay from your start date.
- 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 and discounted tickets for performances, subject to availability and the Royal Court's staff ticket policy.
- Discount on meals and drinks in the Royal Court's Bar and Kitchen.
- Cycle to work and season ticket loan schemes.
- Staff social events