**BELGRADE THEATRE - JOB DESCRIPTION**



**Post:** Catering Assistant (Casual)

**Employer:** Belgrade Theatre

**Department:** Operations

**Line Manager:** Catering Supervisor

**Grade:**  Assistant

**Reports To:** Catering Supervisor, Deputy Catering Supervisor, Duty Supervisor

**Reports From:** N/A

**Responsible for:** N/A

**Coventry has won the bid to be UK City of Culture 2021.**

**The Belgrade in partnership with City of Culture**

**will be delivering a major project as part of the Citywide celebrations.**

**It’s an exciting time to join the team**

**This post is an opportunity for someone who wants to make the next step**

**In catering management**

**Vision**

Together, with the diverse communities across Coventry and the region, we aim to enrich and fundamentally change people’s lives for the better through theatre.

**Mission**

In our landmark building, across the region, the UK and online, we will use theatre to entertain, inspire, share the city’s stories, uncover hidden histories and

unleash the creativity in our communities.

### *Our Organisational Brand Values: we are Ambitious, Brave and Collaborative*

The Belgrade Theatre is the largest producing theatre in Coventry, England’s 11th most populous city and the second largest conurbation in the Midlands, and acts as the city and sub-region’s commercial and producing theatre. We are situated in Coventry city centre and in our two spaces (850 and 250 seats) offer a broad programme consisting of large and small scale touring productions and our own productions created in-house. Our Seasons are designed to appeal to and broaden our wide range of audiences. Alongside this programme we also offer a wide range of youth and community programmes, host conferencing and events and operate the catering offer.

In addition to our core work currently the Theatre is

* embarking on the second phase of our £4.8m Redevelopment Project that involves upgrading our 1958 main auditorium, improving and expanding our café bar facilities and increasing capacity for our learning work. This will be completed during 2020; and
* working on a major project that will lead to a particular programme of work being delivered as part of Coventry City of Culture 2021

For more information on the Belgrade’s work please visit:

2 minute video: <https://www.youtube.com/watch?v=TpfSBRgOwwI&feature=youtu.be> [www.belgrade.co.uk](http://www.belgrade.co.uk)

**Belgrade Theatre’s 2021 Project**

‘UNLEASHING CREATIVE POWER FOR THE CITY’ /HANDING OVER THE KEYS is a strategic shift for the Belgrade in the way that it embeds the priorities of **diversity**, **community collaboration** and **talent development** across the ethos, programming and operations of the Theatre. It builds on and strengthens the integration of our groundbreaking participatory theatre and talent development practices with the professional programming and operations of the Theatre, whilst deepening the Theatre’s relationship with its communities.

This ground-breaking project is led by a team of three 2021 Co-Artistic Directors and we will deliver a bold and inspiring programme of work for Coventry’s year as UK City of Culture in 2021

*This work has is known internally as KEYS which is short-hand for*

*HANDING OVER THE KEYS/UNLEASHING THE POWER OF THE CITY*

The Belgrade Theatre Trust is a registered charity (number 219163). This means that all the money given, raised or earned is not distributed as profit but kept and reinvested in the work that we do.

**Aim of post:**

To assist with the preparation, presentation and sale of food and beverage services and the clearing and of any food & beverage service areas. To comply fully with Health & Safety and Standard Operating procedures.

**Responsibilities:**

**Operational**

* To assist in the general preparation and serving of meals, snacks, drinks and beverages from all service points to a standard required by the Belgrade Theatre
* Work as part of a team to achieve the highest standards of customer service satisfaction.
* To deal with customers at all times in a friendly, helpful and efficient manner and ensure excellent customer service is demonstrated at all times.
* To assist in carrying out evacuations procedures
* To ensure that all front of house areas are kept clean and tidy and presentable at all times.
* To have full knowledge of the menus and drinks on sale
* Follow the correct procedures for preparing and presenting food and drink
* To “up sell” in a positive and friendly manner.
* To clear tables as required and stocking and replenishing counters and service points, as necessary.
* To be responsible for carrying out your duties in a safe and hygienic manner ensuring all company and statutory policies, procedures and practices are complied with.
* All matters regarding health & food safety must be compliant with Standard Operating Procedures, good working practice and statutory regulations.
* Bring to the attention of the line manager/supervisor as appropriate, any significant issues affecting the health, safety, welfare and accidents of any employees or clients in the area you work or are responsible for.
* Complete any specified cleaning schedules for the area you work within, along with the correct documentation on a weekly basis
* To work within the Theatre’s Environmental Policy

**Financial**

* To work within set cash handling procedures

**General**

* To be responsible and undertake any other duties which are consistent with the function of the job including attending staff meetings and training courses
* To develop an understanding of the Belgrade Theatre brand
* To work at all times within the Theatre’s Equal Opportunities Policy, and especially to create and maintain equality of access for local people to appropriate activities for self-expression within an atmosphere of mutual trust and respect.
* To adhere to the completion of any company documentation pertaining to Health and Food Safety as required.
* To work within the Theatre’s policies, in particular within its Health and Safety policies, and ensure adherence to these policies by freelance workers.
* To act as ambassador for the Theatre in general

**Person Specification:**

**Essential:**

* Experience of working in a busy customer focussed environment
* A strong and positive communicator
* Engaging and welcoming, especially under pressure
* Good attention to detail, especially with regards to maintaining levels of cleanliness and speed of service
* Energy, flair and enthusiasm;
* Flexibility and willingness to embrace change
* Excellent team worker, supporting the work of colleagues as well as inviting support and input in return.
* To be an effective champion of the value of live Theatre and be interested in the work that the Theatre is producing and presenting
* Willingness to embrace the Belgrade Brand Values to be the people who know and care. The Belgrade’s character is passionate (energetic), artistic (creative, inspiring, talented) and warm (honest, open and down to earth)

**Desirable:**

* Experience of working in a bar or café
* Experience of accurate cash handling

**Terms and Conditions:**

* This is a Casual post. There are no guaranteed minimum hours. The Theatre is not obliged to offer you work and you are not obliged to accept it.
* The Theatre is busiest September to April with less frequent shows on from May to July. The Theatre tends not to have performances on in August. However the café bar is operational throughout the year open Monday to Saturday (with some Sundays).
* All shifts are subject to a minimum call of 3.5 hours and paid at £9.30/hour which will rise in April 2022.
* Pay is monthly in arrears. Annual Pay Review is April. The first such review will be in April 2022.
* There is a probation period of 5 shifts during which the notice period is 1 week and the rate of pay is £8.50. After confirmation of appointment the notice period is 1 month
* You are required to wear uniform and will be responsible for looking after all uniform issued and to wear it in the manner agreed by your line manager and the Belgrade Theatre uniform policy.
* Since April 2014 the Belgrade has run pension auto-enrolment and from April 2018 will be making 2% employer contributions which will rise as per Government legislation. The Theatre’s appointed pension provider is NEST. Further details are available.
* Holiday – 28 days per annum including Bank Holidays, rising by one day every complete year worked, to a maximum annual holiday entitlement of 33 days (including Bank Holidays). Pro Rata for part time working (3 days/week = 60% full time). Operations staff may not take holiday over the Christmas Period. Taking leave/days off must be co-ordinated with the other departmental staff to ensure the Theatre has appropriate cover. For casual staff holiday pay is calculated according to the number of shifts that have been worked. Part of the holiday pay is given during the Summer break. The holiday year runs from 1st September until 31st August
* The Belgrade operates a House Agreement based on the UK Theatre (formerly TMA)/BECTU (Broadcasting, Entertainment, Cinematograph and Theatre Union) Agreement and its Staff Hand Book outlines the terms on sick pay, maternity leave and pay, paternity leave and pay, grievance and discipline and other relevant staff matters.
* Taxis home are provided for late night working after 11pm
* Staff are entitled to tickets for shows at the Belgrade Theatre, subject to particular conditions and 10% discount at the Theatre’s Café Bar and Bars
* On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK.

**We operate a rolling programme of recruitment for our Catering team**

**BELGRADE THEATRE, COVENTRY - BACKGROUND INFORMATION**

The Belgrade Theatre is the major arts and cultural facility in Coventry and the only building-based professional producing theatre company in the city. It aims to present a broad spectrum of excellent work, is highly respected for its groundbreaking education and community initiatives and produces a wide range of shows including an annual large-scale event that in recent years has regularly played in Coventry Cathedral Ruins, all of which attracts regional and national media attention.

The current Artistic Director and Chief Executive, Hamish Glen, was appointed to the theatre in March 2003, bringing with him new energy, dynamism and a commitment to restore the Belgrade Theatre’s reputation as a high quality producing house.

Autumn 2007 saw the re-opening of the Belgrade Theatre after completion of its major capital project, including a new 250-300 seat second space and refurbishment of the existing listed building. The improved facilities allow audiences to enjoy a wider range of work, in an expanded season of home produced plays and presenting productions from visiting companies.

The Belgrade receives revenue funding from Coventry City Council and Arts Council West Midlands as well as project funding from these and other government sources. The capital project is funded by Arts Council England, Coventry City Council, Advantage West Midlands and ERDF plus a number of Grant Making Trusts and Foundations, Businesses and generous individuals.

**History and Venue Information**

The Belgrade Theatre was built in 1958 as part of the reconstruction of Coventry after World War II and was named in honour of the Yugoslav gift of timber used to help reconstruct the city. Holding 858 in its two-tier main auditorium, it remains one of the largest regional producing theatres in Britain.

Early Company members at the Belgrade included Trevor Nunn, Ian McKellen, John Gunter, Joan Plowright, Michael Crawford, Frank Finlay and Leonard Rossiter, with Arnold Wesker and David Turner among the new dramatists.

In 1962 the Belgrade revived the medieval tradition of the Coventry Mystery Plays, performing famous stories from the bible in the ruins of the Old Cathedral. Productions continued intermittently until 2000 when the Belgrade Theatre produced the *Millennium Mysteries* in collaboration with Polish theatre company, Teatr Biuro Podrozy. Since then the theatre has created a brand new version once every three years, most recently in 2006 with a production that the Daily Mail chose as a stand-out production in their end of year review.

The Belgrade also started the Theatre-in-Education (TIE) movement in the 1960s, and the theatre’s Community & Education Company continues to pioneer in-house and outreach projects which use the performing arts to develop communication skills, confidence, creative thinking, self-expression, problem solving and team working. Acting Out, its BTEC accredited course for young people at risk of exclusion from school, has recently been cited as a model of good practice in the Government White Paper on 14-19 Education and Training, and has led to similar projects being developed in Birmingham and Cardiff.

Our Mission

We aim to become one of the most dynamic producing houses in the country and to offer an exciting mix of entertaining and engaging live experiences all under one roof in our newly invigorated building.

We will provide a comprehensive performing arts service of the highest possible quality for Coventry and the surrounding regions and act as an ambassador for Coventry and the West Midlands when touring.

Our Philosophy

The Belgrade creates theatre in the belief that it can enrich its community and fundamentally change peoples’ lives for the better. It is the Belgrade’s underlying belief that it should be open to the influences that surround it and that collaborations between artists, local agencies and communities can create relevant and exciting theatre and we will work with artists of the highest possible quality, locally, nationally and internationally to achieve this.

We further believe that the theatre can be a cost effective agency for the delivery of local services and will seek to become a part of the infrastructure, in partnership with other relevant agencies to deliver educational, Black and Minority Ethnic, outreach and young people’s services alongside serving audiences through the presentation of high quality, varied and exciting theatre.

Our Brand Values

We strive to be **Energetic** and **Passionate** about everything we do. Whether we’re cleaning the Belgrade’s iconic chandeliers, painting a set or directing a cutting-edge drama, we are committed to do it to the best of our ability and with energy and passion.

We are **Creative**, **Inspiring** and **Talented**. This is clearly evident on our stages where our home-produced shows regularly receive critical and popular acclaim. But this also applies to the whole organisation – our marketing team, catering staff, administration or accounts departments.

We will be Open, Honest and **Down-to-Earth**. We will be accessible to all and unrestricted to participants. We will be sincere, without affectation and free of prejudice.

**More information about the Belgrade Theatre can be found at www.belgrade.co.uk.**

### BELGRADE THEATRE, COVENTRY - ADVICE ON APPLICATIONS

**Equal Opportunities**

Belgrade Theatre actively promotes equality of opportunity for all and welcomes applications from the widest range of candidates. We select all candidates for interview based solely on the information provided in this Application Form, looking for proven skills, experience and qualifications.

**Criminal Records Check**

Please note that the Belgrade Theatre undertakes CRB Disclosures (from the Criminal Record Bureau) on those staff directly involved with children and vulnerable adults and abides by the CRB Code of Practice. However we reserve the right to request such a check on any employee at any time.

Where a disclosure is to form part of the recruitment process, and where a candidate has a criminal record, we require such candidates called for interview to provide details of their criminal record at an early stage in the application process (and prior to attending interview). We request that this information is sent under separate, confidential cover, to the Executive Director of The Belgrade and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All jobs within the following departments will require an **Enhanced** CRB

* Community & Education Practitioners (excluding Administrator unless they work directly with participants in a workshop capacity)
* Wardrobe staff
* Chaperones
* Dressers

All jobs within the following departments will require a **Standard** CRB

* Performance technicians
* Performance stage staff
* Stage management
* Freelance workers working on shows involving Young People including actors
* Community & Education Administrator

The Belgrade Theatre covers all costs.

**Application Procedure**

Applications may be submitted on this form, on separate paper, or on tape. Applications can be sent by post or emailed to recruitment@belgrade.co.uk.

If you prefer not to use the form, you may do so, but please ensure that you include all the information requested on the form in your submission. This will ensure that your application is not disadvantaged against other applications.

Recruitment will take place in two stages. First, a short-list of applicants will be drawn up and they will be invited to an interview. If you are invited to an interview we will contact you with more information and to find out whether you need us to make any access arrangements. We will pay reasonable domestic travel expenses for all interview candidates.

We will aim to reach a prompt decision after the interviews and aim to contact all short-listed applicants as soon as practicable after a decision has been made. All applicants for jobs at the Belgrade Theatre will be contacted in writing whether or not they have been short-listed for interview.

The Belgrade Theatre is striving to be an Equal Opportunities Employer

Please ensure that you attach the correct postage to ensure that we receive your application on time; envelopes up to the size of A5(23cm x 16cm) qualify for standard postage but larger envelopes(including A4) attract the larger packet stamp rate, no matter the weight.

**BELGRADE THEATRE, COVENTRY**

**Ref No:**

**APPLICATION FORM FOR THE POST OF:**

**The form should be completed as fully as possible. Use additional sheets of paper if necessary.**

**Name:**

**Address:**

**Telephone (Day):**

**Telephone (Evening):**

**e-mail………………………………**

**Please give details of your education, with details of qualifications gained (e.g.**

**O-Level/GCSE, A-Level, BTEC, NVQ, other):**

**Please give details of any relevant training courses or seminars you have attended:**

**Please give details of your employment history (paid or voluntary), starting with your most recent post, giving job titles, responsibilities, period of service, and full name of the organisation:**

**Please list any other skills, qualifications, or interests, which may be appropriate for the post:**

**ADDITIONAL INFORMATION**

**Please explain why you would like this post, stating what qualities you think you can bring to the job and give any additional information you feel supports your application. This will enable us to see how your particular skills and experience matches up to the requirements of the job. It is, therefore, important that you tell us as much as possible about yourself in relation to the Job Description and the items listed in the Person Specification.**

**Additional Information**

# REFERENCES

**Please give the names and addresses and telephone numbers of two referees, one of whom should be your present employer, if applicable:**

**Name Name**

**Address Address**

**Telephone Telephone**

**Your relationship to referee Your relationship to referee**

*If you are in any way related to/have a personal relationship with either referee please declare this now:*

May we request a reference before making an offer to work?

Referee 1 YES/NO Referee 2 YES/NO

**DECLARATION**

I declare that, to the best of my knowledge, the information given in this application is correct and I understand that it will be treated as part of any subsequent contract of employment.

SIGNED: DATE:

 **DIVERSITY & EQUAL OPPORTUNITIES IN THE THEATRE**

The Belgrade Theatre is committed to ensuring equal opportunities as an employer and we want to attract applications and work with staff from the most diverse pool of applicants. The information that you give us on this form will be treated confidentially and stored on our Human Resources database in an anonymised form. The form itself will not be retained and will be destroyed. The information will be used only to help us monitor the diversity of the applications we receive/staff we engage and to enable us to continue to develop our policies and procedures regarding equal opportunity issues. The personal information you supply below will NOT be made available to anyone in any form other than anonymised unless we expressly ask your permission.

****

**Name**: …………………………………………(Insert name **only** if already under contract to the Belgrade Theatre)

**Please read the following**: Neither the [Disability Discrimination Act](http://www.worksmart.org.uk/jargonbuster/jargonbuster.php?id=35&eny=379&channel=health) nor the Code of Practice published with it, has a list of physical or mental impairments. Instead, the DDA approaches [disability](http://www.worksmart.org.uk/jargonbuster/jargonbuster.php?id=33&eny=379&channel=health) from the point of view of a condition's impact on your ability to carry out normal day-to-day activities. The Disability Discrimination Act 1995 defines a disability as a physical or mental impairment which has substantial and long term (more than 12 months) adverse effects on a person’s ability to carry out normal day to day activities. Such disability may be invisible to others:

Under this definition, would you say you have a disability Yes □ No □

Dyslexia □ *If yes, please tick the category that best describes your disability*

Autistic Spectrum Disorder □ Mental Health Difficulties □

Blind or partially sighted □ Chronic Condition e.g.Asthma □

Deaf/Hard of Hearing □ Any other disabilities or progressive □

 condition *If you wish to specify*

Wheelchair User/other mobility difficulties □ ……………………………………….

Multiple Disabilities □ Return completed from to Admin Office, Belgrade Theatre. Reviewed July

  **Gender:** Male Female

How do you describe your ethnic origin (please tick one box only)

Note: Ethnic origin questions are not necessarily about nationality, place of birth or citizenship; they are about colour, culture and ethnic groups and citizens of any country may belong to any of the groups indicated.

**White Black or Black British Asian or Asian British**

British\* □ Caribbean □ Indian □

\*If British, do you consider yourself to be

 British/English/Scottish/Welsh/Irish African □ Pakistani □

 (Please circle one)

Irish □ Other Black Background □ Bangladeshi □

 *Please specify*

Other White EU □ ...................................................... Other Asian Background □

*Please specify Please specify*

………………………………….

 …………………………………………

**Chinese** □ **Dual Heritage**

 Dual/Black British □ Other Dual Background □

 *Please specify Please specify*

**Other Ethnic Group** □ …………………………….. ……… ………………………..

*Please specify*

…………………………………….. Dual/Asian British □

 *Please specify*

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