

BELGRADE THEATRE

CANDIDATE PACK

FOOD & BEVERAGE SUPERVISOR





HELLO AND WELCOME

Thank you for your interest in this role. It's an exciting time to join the Belgrade Theatre, as we springboard into the future, building on a completed £5.5m capital project, leadership change and ACE Uplift to a Band one organisation.

The Belgrade Theatre is one of the largest professional producing theatres in the West Midlands, engaging 250,000 people annually through high quality performances, training, education and community outreach. We have two auditoria (858 and 250 seats), four studios, a production workshop, café, bar, new conferencing facilities, and a digital innovation space.

In January 2022, Laura Elliot and Corey Campbell took over the leadership of the organisation, and are implementing ambitious plans that build on the theatre's rich history of pioneering theatre, participation, and talent development and realise a lasting place of sanctuary for creatives and communities.



OUR MISSION AND VALUES

NEW VALUES TO INSPIRE

ACTING TOGETHER: We believe by collaborating and co-creating, we'll be greater than the sum of our parts, working collectively to the power of Coventry's people.

COME AS YOU ARE: We believe in providing an inclusive experience to ensure everyone who encounters us can do so as themselves, and that lived experience empowers the LIVE experience.

ALWAYS EVOLVING: We believe in learning and ambition. Each step we take propels the next, and every exit can become a new entrance.

OUR STRATEGIC PRIORITIES

REPUTATION: Grow the profile of the Belgrade as a centre for transformative theatre, contributing to the cultural profile of Coventry and wider region.

RESILIENCE: Future proof the organisation, securing long-term financial and environmental sustainability.

INCLUSION: Embed diversity, access and inclusion in every aspect of what we do.

A NEW MISSION TO PURSUE:

To lead a people-first, creative powerhouse, providing transformative experiences, diverse storytelling, mutual learning and enrichment.

AS A STAGE FOR COVENTRY:

We produce and present performances that celebrate our city's diverse stories, artists and communities, and share them with the world; building a reputation for diverse, inspirational theatre.

AS A THEATRE OF LEARNING:

We invest in our region's talent, using our facilities and staff to provide training and opportunities for the next generation of artists and leaders.

AS A THEATRE OF TRANSFORMATION:

We provide space and opportunities for people to explore their creativity and enrich their health, belonging and education.

Over the next three years we will lead a 'people first' approach; prioritising co-creation and cultural democracy; aiming to be a leading example of an inclusive learning theatre that sits at the heart of its community.



JOB DESCRIPTION

Post:

Food & Beverage Supervisor

Salary & Band:

£12.90 per hour

Department:

Catering

Contract:

Part-time

Hours:

Minimum 20 hours per week

Reporting To:

Catering Manager, Assistant Catering Manager

Reporting From:

Catering Staff

Location:

The Belgrade Theatre Coventry

JOB PURPOSE AND ROLE:

This post is an exciting opportunity for someone wanting to make a supported career move to what is in effect a stand-alone Food & Drink outlet that is fully supported by the Belgrade Theatre and play a key part of its success.

To support the Catering Manager in overseeing the catering function of the Belgrade's Operations Department, providing a quality food and drink experience to daytime and evening customers, and implementing an efficient, effective, and smooth running of the Theatre's Events & Conference operation.



WHAT YOU WILL DO

MAIN DUTIES AND RESPONSIBILITIES

- To supervise a team of catering and kitchen staff
- To ensure that a high level of customer service is achieved at all times
- To deal with any complaints received from customers to draw them to a satisfactory conclusion and ensure that these are appropriately logged
- Proactively ensuring that the Team maximise sales opportunities and drive down costs and comply with Health & Safety and Standard Operating Procedures. Ensure these standards are consistently adhered to
- Be responsible for cellar management, ensuring accurate stock control through monthly stock checks and cleaning is carefully managed
- To be responsible for compliance with relevant Health & Safety and Food Hygiene legislation
- To ensure that all necessary reporting and recording is carried out and filed
- To ensure that all Catering, Bar, kitchen, and conference areas are kept clean and tidy at all times.
- Ensure that Catering requirements for external clients are fulfilled, working with external caterers to fulfil more complicated requests
- To carry out end of day cashing up and banking
- To act as a non-performance duty manager for the theatre, including being a key holder and carrying out lock up/opening procedures
- To assist or lead in carrying out evacuations procedures
- To work within the Theatre's Environmental Policy
- To ensure full compliance with cash handling procedures, invoicing, recharges, and credit control



WHAT YOU **WILL DO** cont.

GENERAL

- Develop an understanding of the Belgrade Theatre brand
- Work at all times within the Theatre's policies, in particular within its Safety, Health and Environment policies, and ensure adherence to these policies by all workers
- Respect the Theatre's Equal Opportunities Policy, and especially to create and maintain equality of access within an atmosphere of mutual trust and respect
- Act as the central point of contact for all staff, partners, local authorities, suppliers with regarding People and Human Resource related activities
- Work in line with the Belgrade's core values of inclusion, collaboration, evolution, and authenticity.
- Act as an ambassador for the Theatre in general
- Undertake any other duties which are consistent with the function of the job including attending staff meetings and training courses



WHAT ARE WE LOOKING FOR

ESSENTIAL

- At least two years' experience of working within a busy bar and food environment
- At least one year successful experience of supervising a team of casual staff
- A demonstrable ability to:
 - ensure compliance with Health & Safety and Food Hygiene legislation and working with Environmental Health Officers
 - Prepare (following instruction), present and sell food and drink.
 - Supervise a team of permanent and casual staff in a busy working environment.
 - Comply with cash handling procedures and use an EPOS system
- An understanding of developing new markets and products in a café and/or bar environment
- A polite, engaging, and welcoming persona, and the ability to engage with customers, with good spoken and written English
- A thorough understanding of what makes good customer service and the ability to instil a positive ethos in others
- 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
- Numerate and literate; Computer Literate: Proficiency in the use of Word, Outlook and Excel and willingness to learn other computer packages used by the theatre
- To be an effective champion of the value of live Theatre



ADDITIONAL INFORMATION

- The Belgrade operates a House Agreement based on the UK Theatre (formerly TMA)/BECTU (Broadcasting, Entertainment, Cinematograph and Theatre Union) Agreement and its Staff Handbook outlines the terms on sick pay, maternity leave and pay, paternity leave and pay, grievance and discipline and other relevant staff matters
- Employees' health and safety is of paramount importance, and Management insists that an employee obtains written express permission to take on any paid work or other employment during periods of TOIL (Time Off In Lieu) or holiday. No permission will be given for the first 28 days of holiday as this is a statutory requirement
- On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK.
- The candidate's contract of employment with the Belgrade Theatre does not come into force until the first day of work
- Staff are entitled to tickets for shows at the Belgrade Theatre, subject to particular conditions and 10% discount at the Theatre's Café and Bars
- **Starting date:** ASAP
- **Probationary period:** Six Months
- **Notice period:** Two weeks during probation, two months following
- **Working Hours:** 20 hours (excluding meal breaks; main meals are a 30 minutes break) over five days Monday to Sunday between 8.00am and midnight with regular weekend/evening work
- **Overtime:** There is no paid overtime, but BECTU rates are paid for Sunday/public holiday working (or TOIL) if agreed in advance with Line Manager
- **Pension:** Auto-enrolment, with Belgrade currently making 3% employer contributions which will rise in line with legal requirements. The Theatre's appointed pension provider is NEST. Further details are available
- **Holidays:** Paid holiday will be given on a quarterly basis, with pay due calculated in proportion to hours worked based on 28 days per annum pro rata (including public holidays). Holiday must be co-ordinated with the wider department and must avoid peak periods. No holiday is permitted for front of house staff over the Christmas period.
- **Location:** This role is based at the Belgrade Theatre in Coventry



HOW TO APPLY

Please send a **CV** and **covering letter** to recruitment@belgrade.co.uk or via post to: **Recruitment, Belgrade Theatre, Belgrade Square, Coventry, CV1 1GS.**

Please clearly mark the subject of your email, or address on the front of your envelope, as **Food & Beverage Supervisor Application.**

Your CV should include: dates (months/years) of employment, job title and location. It should also include the name, work address, email address and phone numbers of two referees with a note to say how they know you.

Your covering letter should include: why are you interested in this post (e.g. what qualities you think you can bring to the job, your relevant skills, any additional information you feel supports your application). We recommend that you tell us what you can about yourself, with reference to the **What You Will Do & What We Are Looking For** sections. Please also include any relevant qualifications or training courses attended.

Alternatively, we can accept applications in other formats, including voicenote or video.

Your covering letter should be no more than two sides of A4/500 words or a video/voicenote of no more than five minutes in length.

If you are applying through the **Disability Confident Scheme**, please reference that in your cover letter or application, and also complete the disability confident survey via this link: [**Disability Confident Survey.**](#)

If you need any support to help you apply, please don't hesitate to get in touch and we will do our best to meet your needs. We particularly welcome applications from people of the Global Majority, people who are disabled, neurodivergent and people who are currently under-represented in our industry.

EQUAL OPPORTUNITIES FORM

The Belgrade Theatre is committed to ensuring equal opportunities, aiming to attract and work with staff from a wide diverse pool. The information that you give us on this form will be treated confidentially and stored on our HR database as statistical information only. This will be used to help monitor the diversity of applicants and to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply will not be made available to anyone in any form other than anonymous data.

Please complete our monitoring form via this link: [**Diversity and Equal Opportunities form.**](#)



**BELGRADE
THEATRE**