

Application Information

Dear Applicant

Thank you for your interest in the position of **Café Bar Staff** with NST, Nuffield Southampton Theatres.

To apply you will need to complete an application form and equal opportunities monitoring form which can be found on the NST website. When doing so, please follow these instructions:

- Please ensure you complete all parts of the application form as fully as possible.
- In the *supporting information* statement of the application form, please include why you are interested in this post and what skills and experience you will bring to the role from present and previous experience.
- Your application should be emailed to Alison Thurley at alison.thurley@nstheatres.co.uk
- We are happy to accept applications in alternative formats from applicants who, for reasons of disability, may find it difficult to fill in our standard forms. If you wish to submit such an application please make sure you provide answers to all of the questions asked. We are happy to supply these in an alternative format if required.

Many thanks for your interest in NST.

Yours faithfully

Caroline Routh
Executive Director
NST

Information about Nuffield Southampton Theatres (NST)

Set up as an independent trust in 1982, NST is a producing theatre company based in Southampton. It is an Arts Council England National Portfolio Organisation and is also funded by Southampton City Council and the University of Southampton.

NST is one of the UK's leading professional theatre companies, producing and presenting work in a range of spaces alongside developing professional talent and offering a comprehensive range of educational and participatory activities. The company is led by Samuel Hodges, supported by a team of associates: directors Blanche McIntyre, Natalie Abrahami and Michael Longhurst, designer Tom Scutt, playwright Adam Brace, choreographer Drew McOnie and poet Inua Ellams.

NST develops and produces work with some of the UK's most exciting and dynamic regional theatres and companies – a practice which has established a vibrant artistic network and body of work for audiences. Over the past year NST has co-produced with Liverpool Everyman and Playhouse, Headlong, West Yorkshire Playhouse, Theatr Clwyd and English Touring Theatre and future productions include the world premiere of a new musical adaptation of David Walliams' *Billionaire Boy* and a co-production of Schiller's *Don Carlos*, starring Tom Burke and developed in collaboration with Northcott, Exeter and the Rose Theatre, Kingston. High quality touring work (recent companies include Gecko, Frantic Assembly and Kneehigh) make up a programme which also includes a regular comedy strand, a growing emphasis on work for children, and a commitment to festivals to celebrate particular themes and art-forms.

NST is a multi-award winning company, including Best Director UK Theatre Awards 2014 (*The Seagull*), Regional Theatre of the Year at The Stage Awards 2015, Best Design UK Theatre Awards 2015 (*The Hudsucker Proxy*), and the 2017 Renee Stepham UK Theatre Award for Best Presentation of Touring Theatre (*Fantastic Mr Fox*). And in 2017 NST took on the running of NST City – the north building within Southampton's new city centre arts venue known as Studio 144 – whilst continuing to run NST Campus, its existing 490 seater theatre based at the University of Southampton. NST City houses a 447 seat main house theatre, a 138 seat studio, screening facilities, rehearsal and education spaces and a café bar and bistro. NST has taken on a strategic lead role in co-ordinating creative partnerships within the complex and the city and working closely with the John Hansard Gallery and City Eye who will be resident in the adjacent south building.

NST aims to be a major cultural force for Southampton offering the highest quality opportunities for the widest possible range of audiences and participants; providing an essential home to support artistic practice for the region; and playing a key role in championing the value of culture locally. Both of NST's sites will be core to delivering this integrated programme: its campus base at NST Campus, where it will work in an increasingly strategic partnership with the University of Southampton; and its new city centre base, which will be an anchor and hub for the city's burgeoning Cultural Quarter.

NUFFIELD SOUTHAMPTON THEATRES

JOB DESCRIPTION: CAFÉ BAR STAFF

Responsible to: Theatre & Events Manager
Responsible for: N/A

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We are looking for enthusiastic and personable people to join our team of function and café/bar staff. Previous experience is an advantage but not essential as training will be given to the right person. Candidates must have excellent customer service skills and the ability to perform at a high standard under pressure.

Key responsibilities:

- Provide a warm and welcoming environment, and excellent customer service at all times with the key aim of retaining customers and attracting new ones.
- Maintain excellent levels of communication with the bar team and broader Nuffield Team
- Ensure that all drinks and associated products are served and presented in accordance with NST standards.
- Ensure high levels of cleanliness and hygiene are met at all times
- Working private functions as required.
- Maintain a high level of attendance and time keeping in line with the rota.
- Attending team, front of house and staff meetings as appropriate.
- Willingness to attend training as appropriate.
- Acting up as bar supervisor as required.
- To carry out any other duties as reasonably requested by the Theatre & Events Manager

Finance

- Adhere to NST's cash handling and stock control procedures.
- To report any payment or processing errors are reported to the Bar Supervisor or Duty Manager.

Stock Management

- Maintain adequate stock levels of disposables as required and reporting any requirements to the bar supervisor or Theatre & Events Manager

Licensing

- To adhere to all aspects of licensing law, trading standards, Customs and Excise regulations, food hygiene, health and safety, and company policy.
- To report all breaches to the Bar Supervisor or Duty Manager

**PERSON SPECIFICATION
ESSENTIAL**

- Excellent verbal and written communication skills
- Very strong interpersonal and organizational skills
- Be professional and well presented
- Ability to work as part of a team, deal with customer complaints and situations of high pressure with a calm and professional attitude
- Be able to work unsupervised in a busy environment
- Ability to be flexible with working hours, especially evenings and weekends
- Be confident, patient, friendly, sociable, reliable and self-motivated.

DESIRABLE

- Experience of working in the hospitality and leisure industry
- Experience of dealing with financial transactions
- An interest in theatre and the arts
- Knowledge of licensing laws, health & safety, and food hygiene

This is a casual contract

Pay: £7.83 an hour