

JOB INFORMATION & JOB DESCRIPTION

JOB TITLE	Hospitality Assistant (Steward & Bar) Embassy Theatre Skegness	Date: September 2024
PURPOSE OF JOB		
<p>To provide a polite, welcoming and efficient service to patrons of the Embassy Theatre in a friendly and professional atmosphere. The position includes serving at The Theatre Bars; checking tickets, showing customers to their seats, addressing customer enquiries, selling tickets, cleaning and ensuring a safe; enjoyable customer experience.</p> <p>Delivery of high-quality services in accordance with Magna Vitae’s mission, vision and core values as detailed in the company’s business plan.</p>		
Hours of Work:	<p>This is a casual position with work including evenings, weekends & bank holidays. Week by week working arrangements will be in accordance with business requirements and by arrangement with the Theatre Technical manager, subject to your right not to work more than 48 hours per week unless by agreement.</p>	
Responsible to:	<p>Theatre Front of House Manager (on a day-to-day basis).</p>	
Team Relationships:	<p>Work based venue colleagues at the Embassy Theatre, wider Magna Vitae operations team and visiting touring crews.</p>	
Main terms & conditions of employment:	<p>Payment is made 1 month in arrears. Annual leave ‘roll up’ payment is paid at 12.07% of hours worked. Casual Worker - paid in line with current age related NLW. Benefits include free use of Magna Vitae’s leisure facilities.</p>	
Special Requirements:	<p><u>EQUALITY & DIVERSITY:</u> The post holder is required to carry out their duties in a way that supports Magna Vitae’s Equality & Diversity Strategy.</p> <p><u>HEALTH & SAFETY:</u> The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae’s Health and Safety Policy & Commitment Statement.</p> <p><u>SAFEGUARDING CHILDREN & ADULTS:</u> Magna Vitae have a duty to promote the welfare of, and safeguard of children and adults at risk. The post holder is required to comply with the company Safeguarding Policy.</p>	
Work Location:	<p>Embassy Theatre, Grand Parade Skegness. PE25 2UG</p>	
Type of Contract:	<p>Casual paid in line with current age related NLW.</p>	

The activities described below may be varied from time to time to meet the needs of the company. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

KEY ROLE DELIVERABLES

The principle responsibilities can be summarised as follows:

- To liaise with the Front of House Manager regarding requirements and information for the visiting show, ensuring that these are adhered to.
- To always adhere to cash handling protocol in accordance with Magna Vitae financial procedures.
- To dispense soft/alcoholic drinks, hot beverages, and light snacks to customers in a swift and polite manner, while adhering to licensing laws.
- To monitor levels and re-stock as required.
- To always adhere to all Health & Safety laws especially when handling chemicals (COSSH training will be given).
- To assist with venue set ups, including erecting of seating and table layouts.
- To work closely with a small but dedicated team to acquire excellence at the venue.
- To carry out cleaning duties as required in accordance with the cleaning schedule, ensuring that high standards of presentation and safety are always maintained.
- To assist, when necessary, with the selling of merchandise
- To be present in the auditorium during the show, monitoring the audience, dealing with any problems that may arise.
- To ensure that any visitor related queries are dealt with in a professional manner, referring the matter on to the Front of House Manager if you are unable to resolve.
- To take a flexible approach to the theatre's timetable and pattern of work which may require, with notice, additional hours to be worked, including Sundays and Bank Holidays.
- Attendance at Staff and Team meetings / training.
- To comply with Health and Safety legislation and the Embassy Theatre Health and Safety Policy in order to ensure a safe working environment.
- To be fully conversant with emergency & evacuation procedures.
- To ensure all duties are carried out in a safe manner in accordance with the Health and Safety Management System to include corporate standards, local procedures, risk assessments the venue Normal Operating Procedures (NOP) and Emergency Action Plan (EAP).
- To always maintain a good personal image and relationship between Magna Vitae and their customers.
- To communicate effectively with customers, visitors, and colleagues at all times.
- To undertake any further duties which may from time to time be required of the post holder and are commensurate with the responsibilities of the role.

Uniform and PPE will be provided and must be worn at all times during work periods.

Our venue although coastal is not seasonal; we program and operate 12 months of the year. Due to our location summer months and Christmas are our high peak seasons.

Magna Vitae

PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.

As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.

JOB REQUIREMENTS & KEY CRITERIA		Essential/ Desirable
Experience/ Knowledge/ Skills	Previous experience of a similar role	E
	A competent and confident level of mental arithmetic	E
	Competency and confident in the use of Till systems and similar IT systems	E
	Bar Service Experience and Skills	E
	Local knowledge of the immediate resort area and it's amenities.	D
Qualifications/ Training	First Aid trained	D
	Personal License Holder	D
	Cellar Management Qualification (BIIAB)	D
	Food & Hygiene Level 2	D
Personal Qualities	Excellent team player, with a can do approach.	E
	A willingness to undertake further training relevant to the position.	E
	An active interest in Arts, Culture and Entertainment	E
	To be an ambassador of the venue	E
	An ability to liaise with a both in house and touring personnel	E
	Ability to work in a self-motivated way - under pressure and to tight deadlines	E
	Good verbal communicator	E

FURTHER INFORMATION ABOUT MAGNA VITAE

Our Purpose	<p>As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health related facilities and services that allow local people to lead a great life.</p> <p>We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximise the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House, with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.</p> <p>Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do.</p>
Our Vision	<p>Our VISION is to improve the wellbeing of our community, enabling people to live great lives.</p>
Our Values	<ul style="list-style-type: none">• We are in this together• We embrace change• We are always learning• We celebrate differences
Benefits of working for Magna Vitae	<p>As a new company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including a competitive salary and a generous employer pension scheme. We look forward to receiving your application.</p>