

LIVERPOOL

everyman & PLAYHOUSE theatres

The Liverpool Everyman & Playhouse (e&P) theatres are a local artistic force with national significance and an international reputation. Our two theatres are united by our passion for our art-form, our love of our city and our belief that theatre can transform lives. We believe our theatres can be a vital focus for the communities in the Liverpool City Region, telling stories which are compelling locally and nationally, supporting and attracting talent and contributing to Liverpool's reputation as one of the country's most vibrant cultural cities.

Our theatres strive to reflect the aspirations and concerns of our audiences, to dazzle and inspire them, welcome and connect with them, nurture the artists within them and fuel their civic pride. Wherever these connections happen – whether in our theatres, in the community, in schools, or outside Liverpool – we hope to ignite the imagination, explore what it is to be human, and always to exceed expectation.



Across the two theatres - one a 440-seat thrust configuration, the other a 670-seat proscenium - there is an opportunity to produce and present the richest range of work for the widest audience.



After entering a new relationship with Arts Council England (ACE) outside the National Portfolio in December 2018, LMTT has been working closely with Arts Council England (ACE) and Liverpool City Council (LCC) to create a resilient business model for the future. This new model is now in place and has served the organisation well as it has navigated the uncertainty caused by the COVID-19 pandemic.



OUR VISION

e&P WILL BE THE MOST RELEVANT
CHANGE MAKING THEATRE,
ARTISTICALLY INNOVATIVE,
TALENT ENHANCING,
SOCIALY IMPACTFUL,
AND REPRESENTATIVE OF EVERYONE



OUR MISSION

TO USE THE POWER
OF THEATRE TO INSPIRE,
ENTERTAIN AND NURTURE
POSITIVE SOCIAL CHANGE



OUR VALUES

COLLABORATIVE
WE LISTEN, WE SHARE, WE CO-CREATE

CREATIVE
WE BELIEVE IN THE POWER OF CREATIVITY TO
INSPIRE AND CHANGE LIVES

COMPASSIONATE
WE ARE OPEN-HEARTED, GENEROUS
AND SUPPORTIVE

COURAGEOUS
WE ARE DARING AND BRAVE - A VOICE
FOR THINGS WE BELIEVE IN

We have established relationships in the communities of Merseyside, nurtured through an extensive and innovative outreach and education programme, and believe passionately that the creation, delivery and experience of the highest quality theatre must be open to all. We nurture and develop the artists and creative workforce for tomorrow through our award-winning Young Everyman Playhouse programme (YEP). YEP is much more than a youth theatre, it is a ground-breaking, multi-disciplinary talent development programme. We want YEP members to progress to work in our theatres, on our stages and in the local theatre ecology, as well as influencing and making theatre nationally and internationally and bringing new ideas, work and practice back to Liverpool.

We are committed to diversity and equality and expect all staff to be active in promoting diversity and supporting people to experience our work and buildings. In 2020, we brought together a group of Trustees, staff and co-opted external members to form a Diversity Action Group, considering the actions we could take as an organisation to progress our commitment to diversity. We recognise that our workforce is not as representative as we would like it to be and are committed to positive change.

With this in mind, we particularly welcome applications from ethnically diverse and disabled applicants, and we are a Disability Confident Employer. We are also a strategic partner with PiPA (Parents and Carers in Performing Arts – pipacampaign.org), who campaign to enable and empower parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives.

All members of the Audience Experience team aim to provide an excellent standard of customer care; ensure licensing legislation is upheld across the theatre sites; look after the audience health, safety and welfare and develop opportunities to increase earned income throughout the front of house operation.

The Audience Experience Team are responsible for the delivery of all events that happen across the two theatres. This can range from a show on the main stage, studio or external venue; a wedding or party; community activities such a play reading or art class or a commercial hire of our kitchen space.

As we navigate out of the pandemic we are looking towards the development of our bar and catering offer. We have a café, theatre bar and Bistro space at the Everyman and theatre bars at the Playhouse.



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

www.everymanplayhouse.com



*Thank you to the
City of Liverpool for
its financial support*



Audience Experience Manager - Street Café and Events

Responsible to: Head of Commercial Development

Responsible for: Audience Experience Supervisors / Assistants [Food, Bars & Events]

Purpose of Role

- To uphold the values of the theatre and create front of house spaces in which all members of our city feel welcome, valued, represented and safe.
- To ensure the smooth co-ordination and daily running of the Street Café.
- Support with the development of the Everyman Bistro as a performance space and pop up kitchen.
- Drive revenue and sales while maintaining the highest standards of service in both the Street Café and Bistro spaces.
- To liaise with our Community Engagement Team to facilitate and plan use of the Street Café for strategic workshops and partnerships with other charities that align to our values.
- Deputise for the Head of Commercial Development.
- To ensure the correct level of staff are maintained and deployed across the Audience Experience Team to ensure smooth business operations.

Vision, Mission and Values

Key to all roles within e&P is each person's absolute commitment to the organisational vision, mission and values which are as follows:

Vision

LMTT will be the most relevant change making theatre, artistically innovative, talent enhancing, socially impactful and representative of everyone

Mission

We use the power of theatre to inspire, entertain and nurture positive social change

Values

Collaborative: we listen, we share, we co-create.

Creative: we believe in the power of creativity to inspire and change lives.

Compassionate: we are open-hearted, generous and supportive.

Courageous: we are daring and brave – a voice for things we believe in.

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the Liverpool City Region, advocating e&P's role in its civic duty to the city.

Specific Duties

Operational

- Daily management and Co-ordination of the Street Café including the smooth running of the food and drink operation.
- Work with clients and customers to ensure the Street Café has a warm, friendly and inviting atmosphere.
- Liaise with Community Engagement Team to ensure planned, organised and well communicated approach to the use of the Street Café by partners.
- Liaise with City of Liverpool College to ensure a planned, organised and well communicated approach for students accessing the Street Café and Bistro for work experience.
- Liaise with the Audience Experience Manager (Food & Bars) to ensure that the Street Café food and drink offer is well stocked and of good quality at all times.
- Organising marketing requests and ticket set up requests for Bistro events with both the Marketing and Box Office Teams.
- Oversee delivery of internal catering and hospitality requests through the Street Café staff.
- Act as meet and greet for audiences, customers and clients using the Street café and Bistro spaces, ensuring the space is configured, lit and decorated as appropriate for daily operations, seasonal activity and one-off events.
- Liaise with Audience Experience Manager –Resources to ensure all events are staffed to the correct levels.
- Review monthly Street Café and Bistro sales with Head of Commercial Development and put actions in place to continually improve financial sustainability of both.
- Follow company H&S policy and prepare risk assessments prior to activity and events in the Street Café and Bistro, ensuring that all information is shared with the daily operations team.
- Work with New Works and Community Engagement Team to book in community groups to the Street Cafe daily workshop slots.

Communication

- Maintaining clear communication with all stake holders to ensure all relevant information is shared across the organization regarding activity and events within the Street Café and Bistro spaces.

Sales Driving

- Work within the sales targets and budget parameters agreed with the Head of Commercial Development for all Street Café and Bistro programming, and engage with all departments to develop new revenue generating ideas.
- Support the values of our theatres by ensuring an inclusive and diverse program of events that will appeal to a wide range of individuals with the aim of growing our reach and future audience.

Scheduling

- Ensure the scheduling software Booked is updated with relevant Street Café and Bistro events.
- Attend the weekly scheduling meeting to ensure the planned activity of the Street Café & Bistro is clearly communicated to the relevant teams and does not adversely impact other activities taking part across both buildings.

Health & Safety

- Day to day management of all H&S paperwork including food safety due diligence and risk assessments.
- Maintaining a 5 star food hygiene rating.
- Ensuring food and drink stock rotation is managed daily to prevent stock loss and wastage.
- Reporting any food wastage daily.

Administration

- Manage the day to day administration of the Street Café and Bistro, including the day to day cashing up of the areas, reconciliations of tills and management of stock.

- Work with the Audience Experience Manager (Food & Bars) to support the administration of the Lightspeed system.
- Undertake other reasonable tasks and activities as requested to ensure the department's objective are achieved.

General

- Perform your role in accordance with the company's Staff Handbook, incorporating LMTT's Manifesto and Code
- LMTT is committed to the safeguarding of children and people to whom we have an enhanced duty of care, and therefore may at their discretion require any member of staff to submit a satisfactory enhanced check from the Disclosure and Barring Service (DBS), depending on the activities they are carrying out.
- LMTT is committed to diversity and equality and expects all staff to be active in promoting diversity and supporting people to experience our work and buildings

This Job Description is indicative and not exhaustive, and it will be reviewed regularly to ensure that it reflects the evolution of the company, and the skills and personal development of the post-holder; a flexible approach to work in all roles is essential.

Person Specification:

Essential experience, knowledge and understanding	Desirable experience, knowledge and understanding
<ul style="list-style-type: none">• Have previous food and beverage, events and venue management experience• Have managed a diverse team of staff and experience of staff resourcing• A demonstrable passion for theatres, food and drink and audience experience• Understanding of our theatres values and ability to work with in a diverse and creative team• Dealing with money and the ability to account for it• Understanding of licensing requirements• Understanding of Health and Safety in the workplace• Understanding of stock management• Proficient IT skills, particularly with regard to Microsoft Office applications	<ul style="list-style-type: none">• Experience in creating a welcoming space for people from diverse communities and backgrounds• User of a Point of Sale system such as Lightspeed• Possess a recognised qualification on health and safety management such as NEBOSH General Certificate or IOSH Managing Safely qualification• Hold a current first aid certificate• Hold a current fire awareness training• Knowledge of Liverpool, Merseyside and the North West

Essential skills and abilities

- Calm, confident and polite manner
- Ability to lead, manage and motivate teams of people
- Active listening skills
- Strong organisational skills, with the ability to prioritise and work calmly and efficiently in an often high pressured environment
- Self-motivated with the ability to take initiative where appropriate
- Creative aptitude and able to think laterally to solve problems
- Possess a high level of interpersonal skills

Main Terms and Conditions of Employment

Tenure:	This is a permanent contract and is subject to a probationary period of 3 months.
Reporting to:	Head of Commercial Development
Salary:	£25,344
Hours:	40 hours per week. May need to work weekends and evenings.
Annual Leave:	28 days pro rata per holiday year (1 January – 31 December) inclusive of all statutory English bank holidays.
Notice Period:	One week during probation, two months thereafter
Pension:	The Company operates an auto-enrolment pension scheme. This employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).
Place of Work:	Mainly at the Everyman and Playhouse Theatres

Additional Benefits:

The Theatres offer a number of discretionary benefits including:-

- Interest-free Season Ticket Loans with Merseytravel
- Cycle to Work scheme – enabling you to buy a bike in a tax efficient way, for travelling to and from work.
- Membership of a healthcare cash plan: Paycare (including an Employee Assistance Programme and 24 Hour GP Telephone Consultation Service)
- Free and / or discounted tickets for performances
- Discounts on our food and drink offer

All others terms as detailed in Staff Handbook.

How to Apply

The deadline for applications is **Friday 22nd October at midday**.

Please complete our application form which can be found on our website here:

<https://www.everymanplayhouse.com/jobs> to share with us your reasons for applying for the post; how your experience and skills support your application; and any other information you believe is relevant.

We will shortlist based on how each candidate meets the person specification shown in the job description, but we believe that even if a candidate doesn't have all the experience we ask for, they might still have the values, enthusiasm and qualities that we're looking for, so please don't be put off from applying because you don't feel you have all the experience. If you would like to have an informal conversation about the role in advance of application, this can be arranged via the email address below.

Applications should be sent to: recruitment@everymanplayhouse.com

Please also complete the equal opportunities monitoring form via <https://www.surveymonkey.co.uk/r/CXM8Y67>; a summary of our Equal Opportunity Policy is also available on the website.

All applicants will be advised on the outcome of their application in writing.

Interviews will be held during the **w/c 25th October 2021**. Any offer of employment will be subject to the receipt of evidence of the right to work in the UK as defined under current legislation.

We are trying to make our application process as open and accessible as possible, so if you are experiencing any barriers to accessing the information, and would like this pack in a different format, or would like to submit your application in a different way, then please contact our recruitment team via the email address above, or by calling us on 0151 706 9113. We are always happy to discuss any requirements that candidates may have as a disabled person; someone with parental or caring responsibilities; or other reasons, and we will always try to make any adjustments possible to make participation easier.