



February 2018

Dear Applicant

Thank you for your interest in the Everyman Theatre.

Assistant Manager – Bars, Catering & Events ref: AMB18

Please find enclosed an application pack, which provides the following information:

- Background
- Job Description and Person Specification
- Equal Opportunities Policy

The deadline for applications is **Wednesday 28th February at 9:00am.**

Applications received after this deadline will **not** be considered.

Please submit a current CV, with a covering letter or email to tell us your reasons for applying for the post; how your experience and skills support your application and any other information you believe is relevant.

You should demonstrate clearly how, and to what extent, you meet each element of the person specification included in the job description.

5-11 Hope Street

Liverpool L1 9BH

You should also submit the names of two referees, one of whom should be your current or most recent employer, indicating at what stage of the application process they may be approached.

Please also complete an equal opportunities monitoring form, which can be found with the policy, and as a separate document on our website.

Administration

+44 (0)151 708 3700

Applications should be sent electronically to:

recruitment@everymanplayhouse.com

Box Office

+44 (0)151 709 4776

Please include the job reference: **AMB18** in the subject line, and a contact telephone number in the main body of the message.

Completed applications may also be returned to:

www.everymanplayhouse.com

Recruitment - Ref: AMB18

Liverpool Everyman and Playhouse

Everyman Theatre

5-11 Hope Street

Liverpool L1 9BH

info@everymanplayhouse.com

Artistic Director

Gemma Bodinetz

I look forward to receiving your application.

Executive Director

Yours faithfully

Deborah Aydon

Victoria Adlard

Head of Administration



The Everyman & Playhouse

The E&P is 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 unwavering belief that theatre at its best can transform lives.

Our mission is 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.

“The Everyman provided me and many others with the courage to follow our dreams and pursue a career in theatre. Now it can do the same for a whole new generation and act as a creative heart in the city.”

David Morrissey

Our Work

The opening of the new Everyman in 2014 propelled us into a new and exciting era. The new theatre opened up many possibilities for artistic development and experience; for participation and involvement, and for building our relationship with a wide range of audiences. With the two theatres now reunited, there is an opportunity for the programme at each venue to complement the other in new ways, and across the two very different theatres – one a 400-seat thrust, the other a 670-seat proscenium – for us to produce and present the richest range of work for the widest audience.

Our Young Everyman Playhouse programme (YEP) is much more than a youth theatre, it is a ground-breaking, multi-disciplinary talent development programme. We have profound 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.

Food, Drink and Events at the Liverpool Everyman Theatre

The Food & Drink offer, at the Everyman both complements the characteristic passion and brilliance of the work on stage and stands alone as a destination offer. From a bustling daily lunch service, to pre-theatre dining and large-scale events hospitality, our food & drink operation is varied and spans 3 discrete catering areas: The Bistro, The Street Cafe and the Theatre Bar. All our food is freshly prepared and we use responsibly sourced ingredients, and local suppliers where possible. We run regular events with live music, and our three bars serve a range of craft beers; interesting spirits; and wines to suit all palates!

Alongside its core theatre programme, the Everyman also plays host to a diverse range of events. From wedding ceremonies and receptions, to corporates hires and dining, the developing events business helps to support the work on stage and in the community

<https://www.everymanplayhouse.com/hires>

We are here for artists and for audiences, and most importantly, for what happens when they come together.

www.everymanplayhouse.com/EAT

LIVERPOOL EVERYMAN AND PLAYHOUSE TRADING LIMITED



Title Assistant Manager – Bars, Catering & Events
40 Hours per week

Responsible for Bar and Catering Team

Purpose of Role

- To supervise and support the bar and catering team
- To comply with the Liverpool Everyman and Playhouse Trading (LEPT) Food Safety Policy
- To assist with staff management
- To monitor cost control, stock control and wastage procedures
- To ensure all food and drink operations are adequately staffed and resourced
- To assist the Commercial Manager in the development of the Events & Hires offer with the aim of increasing the contribution margin of the commercial operation

Main Duties

Operational

- Performing duty management shifts for the Food & Drink operation
- Providing a warm welcome and high standards of hospitality to all visitors
- Acting as the public face of the LEPT Food & Drink offer, ensuring all enquiries and complaints are managed efficiently, in a calm manner, presenting at all times a positive image to visitors
- Ensuring a high standard of housekeeping in the catering and bar areas
- Upholding established standards of food preparation, presentation and service
- Representing the Bar and Catering team at company-wide meetings as required

Staff Management

- Managing staff performance and recognising training needs and potential as appropriate
- Ensuring that all catering staff are knowledgeable and motivated about their roles, the products and customers they are serving
- Monitoring and reporting on customer feedback
- Briefing catering staff daily on the company's events and performances
- Assisting the Food & Drink Manager to ensure all bars and catering staff are well-trained in emergency procedures, disability awareness and Health & Safety procedures

Compliance

- Assisting the Food & Drink Manager to ensure that the LEPT catering operation meets all requirements of Health & Safety and Food Safety policies
- Recording and reporting all accidents with your line manager and in line with company procedures
- Maintaining cleaning schedules
- Ensuring that all company procedures and work instructions are fully understood and practised by catering and bar staff

Financial Management

- Adhering to company banking and cash security policy
- Ordering necessary goods and equipment
- Administrating staff timesheets and payroll submissions accurately and punctually

Events & Hires

- Assisting the Commercial Manager in progressing events and hires from enquiry to delivery, ensuring procedure is followed and good cross-departmental communication throughout
- On-the-day client liaison and events management
- Attending the weekly programme scheduling meeting to provide cross departmental updates
- Researching new opportunities for events business development
- Updating and improving website content and online listings profiles
- Administrating and providing regular content for social media platforms
- Deputising for the Commercial Manager at external networking events as and when required

General

- Performing your role in accordance with the company's Staff Handbook, incorporating Liverpool and Merseyside Theatres Trust Limited's Manifesto and Code
- LEPT 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.
- LEPT 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 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.

Main Terms and Conditions of Employment

Tenure: This post is offered on a permanent basis, and is subject to a probationary period of two months

Reporting to: The Commercial Manager and the Food & Drink Manager

Salary: £17,430 pro rata, per annum (an hourly rate of £8.38)

Hours: 40 per week. The postholder will be required to work during evenings and weekends. No overtime is paid but time off in lieu will be given for hours in excess of 40 per week.

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 the probationary period and one month thereafter.

Pension: The Company operates an auto-enrolment pension scheme. This employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).

All others terms as per house agreement detailed in Staff Handbook.

Person Specification

Essential Skills and Experience

- Previous management or supervisory experience in catering and events
- Demonstrable experience of staff management and administration
- An eye for detail and scrupulous attention to quality control and service standards
- Knowledge of Food Safety regulation and best practice
- Experience of stock management
- Exceptional communication skills
- Willingness to work flexible shift patterns, including late nights and weekends
- Proficient IT skills, particularly with regard to Microsoft Office applications

Desirable Skills and Experience:

- Possession of a valid personal licence
- Knowledge of Food Safety regulation and best practice
- Level 2 or above Food Safety certificate
- A Current First Aid certificate
- A demonstrable passion for theatres and audience experience
- Knowledge of Liverpool, Merseyside and the North West



EQUAL OPPORTUNITIES POLICY

Liverpool Everyman and Playhouse Trading aims to be fully aware of the historical, cultural and social experiences of many individuals and groups. We are committed to eliminating discrimination and encouraging diversity amongst our workforce. Our objective is to create a working environment in which there is no unlawful discrimination and all decisions are based on merit.

The Company led by the Board is committed to Equal Opportunity practice and to making this policy fully effective.

EQUALITY IN LEPT

The Company aims to make its work fully accessible for as wide an audience as possible and to reflect the cultural diversity of the communities it works with, and we select employees on their abilities and aim to ensure that no employee, patron or potential employee is discriminated against on the ground of the criteria set out in the Equality Act (2010). Discrimination is unlawful when it takes place on one of the following grounds (the protected characteristics):-

- age
- disability
- gender re-assignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

The Company will not tolerate discrimination against any staff by fellow employees, or persons appointed to the service of the Company.

Discrimination can take a number of forms:

- Direct discrimination is when someone is treated worse than someone else just because of a protected characteristic.
- It is also direct discrimination when someone is treated worse than someone else because they associate with someone with a protected characteristic or because they are perceived to have a protected characteristic.
- Indirect discrimination is when an apparently neutral practice or requirement disproportionately disadvantages one group and cannot be justified by the needs of the business. (For example, imposing a requirement that job applicants must speak fluent English disproportionately disadvantages non-English groups and would be unlawful unless it could be justified on genuine business grounds.)
- It is also discrimination when a disabled person is treated unfavourably because of something connected to their disability and this cannot be justified by the needs of the business or when the business fails to make reasonable adjustments for a disabled person.

We will make adjustments to accommodate disabled employees where possible and reasonable. For example, we can provide extra equipment or support, we can re-arrange duties and we can make changes to our premises in appropriate case. If you think you may have a disability, you are encouraged to tell the business about this so that we can explore what adjustments might be appropriate.

RESPONSIBILITY AND MONITORING

It is the duty of all employees to accept a personal responsibility for the practical application of the policy, but, at the same time, the company acknowledges that specific responsibilities fall upon the Board, management, supervisory staff and individuals professionally involved in recruitment and employee administration.

The Company includes any employee whether full or part time, or on temporary employment or who acts on behalf of the Company.

Advice and support from relevant professional national and local organizations will be sought from time to time as necessary.

Through monitoring, the current Policy and practice will be regularly examined for effectiveness and changes made as necessary.

We will ask job applicants, employees, and contractors for information about some of their protected characteristics. We do this to help us to:

- establish whether our equality policy is effective in practice;
- analyse the effect of other policies and practices on different groups;
- highlight possible inequalities and where appropriate investigate their underlying causes;
- take action where we think it is needed to address problems or reduce disparities.

We collect this information anonymously and we will use it only for monitoring purposes and not for any other purpose. We will protect the confidentiality of the information given to us.

Some examples of the type of monitoring we may carry out are as follows:

- how many people with particular characteristics apply for each job, are shortlisted and recruited;
- how many people in the workforce have a particular protected characteristic and the levels within the organisation that they are employed at, their length of service and their resignation rates and patterns;
- the protected characteristics of staff attending training;
- the satisfaction levels of staff with a particular protected characteristic;
- the protected characteristics of employees using the grievance or bullying and harassment procedures.

3.4 RECRUITMENT AND SELECTION

We aim to ensure that job requirements and job selection criteria are clear and based only what is required to get the job done effectively. We will avoid making stereotypical assumptions based on protected characteristics about who is able to do a particular job.

We aim to ensure that no job applicant is placed at a disadvantage by practices or requirements which disproportionately disadvantage protected groups and which are not justified by the demands of the job.

For all jobs, we will draw up a clear and accurate job description and person specification to ensure that we remain focused on what the job involves and the skills, experience and qualifications which are relevant and necessary to do the job. Depending upon the skills required for the job, recruitment shall be aimed at as wide a group of suitably qualified and experienced people as possible and each candidate will be considered on his/her merits, experience and suitability for the post.

Shortlisting for interview will be done by two people using a pre-agreed marking system that is applied fairly and consistently to all applicants. If we hold interviews, we will try to ensure that more than one person conducts them to ensure that we avoid unintentional bias. Where appropriate and possible, selection panels will include a balance of gender and ethnic dimension. We will not ask for personal or irrelevant information on application forms or in interviews. We will focus instead on whether someone has the relevant skills, qualities and experience to do the job. As posts become vacant the Head of Department concerned will review the area of work in conjunction with the Administration Department.

Where a job description already exists it will be reviewed in light of the vacancy and to ensure that it contains no indirect discrimination. Any changes are to be agreed with the Administration Department. Candidates for interview will receive copies of job descriptions and information on the Company.

The Company aims to encourage applications from and training opportunities for people from under-represented groups in the community. For some recruitment and promotion exercises we may take positive action to address under-representation in our workforce by encouraging applications from people from certain under-represented groups. For example, we may target our advertising towards particular groups, we might hold open days, work shadowing opportunities targeted at particular groups or we might provide training for particular groups to prepare them for promotion. However, we will ultimately make recruitment and promotion decisions on merit and not on the basis of protected characteristics.

All those involved in the interviewing procedure will be made fully aware of the Company's Equal Opportunities Policy. Recruitment procedures shall be regularly monitored and modified to ensure that individuals are selected on the basis of their merits, experience and suitability for the post.

DECLARATION – The Rehabilitation of Offenders Act (1974) requires that people applying for positions which give them 'substantial, unsupervised access on a sustained and regular basis' to children under the age of 18 years **MUST** declare all previous convictions which are then subject to police checks. An applicant in this category can only be offered a job subject to a successful police check. This includes potential employees, volunteers and self-employed people such as practitioners. They should also be required to declare any cases pending against them. Applicants should be reassured that any information will be treated in confidence and will not be used against them unfairly.

Disclosure and Barring Service – When an applicant has been selected who will be required to work with young or vulnerable people, an application for an Enhanced check from the Disclosure and Barring Service will be made and must be received by the organization before their appointment can be confirmed. Details on this procedure can be obtained from the Head of Administration.

Advertising

Advertising will be drafted by the Head of Administration and agreed with the Communications and Sales Department.

All advertisements will carry wording stating that the Liverpool Everyman and Playhouse is striving to be an equal opportunities employer.

It is the general principle of the Liverpool and Merseyside Theatres Trust and Liverpool and Everyman Trading Ltd. to advertise all vacant posts. Notice of vacancies will be advertised on the Company notice boards.

TRAINING FOR EQUAL OPPORTUNITIES

The Company will provide information to ensure all staff are aware of the Equal Opportunities Policy and to enable those who are involved in the recruitment and selection of staff to be more effective.

Training shall be provided to all staff to ensure their awareness and understanding of this Policy in relation to specific responsibilities of their work.

If an existing employee is unable to perform his/her job satisfactorily due to serious illness or disability, the Company will examine ways of retaining the employee where possible and appropriate - each case being dealt with individually.

AUDIENCE

The Company strives in its programming policy to produce a programme of work that will appeal to and serve as many sections of the community as possible.

The Company will strive to devise policies to bring new audiences to the theatres and make it possible for all members of the community to have full access to its work.

The Company aims to provide access information detailing the range of services the theatre provides for disabled people.

You must not discriminate against any of our visitors, audience members, customers or suppliers. Equally, we expect our visitors, audience members, customers and suppliers not to discriminate against you and we will take appropriate action against any found to have done so.

GRIEVANCES

Any job applicant who believes that s/he has been treated inequitably within the scope of this policy should write to the Head of Administration who will investigate the complaint.

Allegations of potential breaches of this policy will be treated seriously. Employees and contractors who make such allegations in good faith will not be victimised or treated less favourably as a result. However, false allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under our disciplinary procedure.

WORKING CONDITIONS AND TERMS OF EMPLOYMENT

We will try to accommodate cultural or religious practices such as prayer or dietary requirements where we reasonably can.

We aim to ensure that our terms of employment, benefits, facilities and policies are free from unlawful discrimination. We will review our benefits and facilities regularly to ensure that they are available to all employees/contractors who should have access to them and that there are no unlawful obstacles to accessing them.

We will ensure that decisions made under our disciplinary, grievance, performance improvement and attendance management policies are carried out fairly and without discrimination.

We aim to ensure that our pay systems are transparent, fair and free from discrimination.

Termination of Employment

We will ensure that we avoid discrimination in making decisions about dismissal or redundancy.

Where possible, we will ensure that any manager's decision to dismiss an employee is endorsed by the Administration Department. We will encourage leavers to give feedback about their employment in exit interviews.

Your rights and responsibilities

You have the right not to experience unlawful discrimination in our workplace. You also have a responsibility to understand this policy and help us to implement it.

All employees have a duty not to discriminate against each other and not to help anyone else do so.

What will happen if you act in a discriminatory way?

If, after investigation, we decide that you have acted in breach of this policy you may be subject to disciplinary action up to and including dismissal. This applies to the most senior levels of management as well as to all other employees.

Policy review and promotion

We will promote and publicize our Equality Policy as widely as possible, and will review it on a regular basis.