

Casual Café Assistants Application Pack

Introduction

Thank you for your interest in the Casual Café Assistant role at artsdepot. artsdepot strives to be an equal opportunities employer. We are committed to having a workforce that is representative of the community it serves at all levels of the organization. We actively encourage applications from all backgrounds and sections of the community. We look forward to receiving your application.

About artsdepot

artsdepot is a leading multi art form venue and cultural hub in North London. Our venue incorporates a 395-seat main theatre, 151 seat studio theatre, gallery, creation space, dance, drama and art studios, café and bar and other public spaces. Every year, we welcome over 162,000 people to watch, learn or be inspired by our programme of shows and events. We are host to undergraduate performing arts college London Studio Centre, who have a suite of studios and facilities both on and adjacent to our site.

The Role

This role is a brilliant opportunity to work in a busy arts centre and with a broad range of people and communities. The café team is responsible for the day-to-day operation of artsdepot's café, bar and event catering service. Our customers include audiences for shows and events, visitors to artsdepot and students based onsite.

Programme of Activity:

To find out more about our work, please read our latest Social Impact Report on our website. <https://www.artsdepot.co.uk/about/>

Job Description: Casual Café Assistant

artsdepot is looking for casual Café Assistants with relevant experience.

The role will be to deliver a high-quality café and bar service to artsdepot's customers and will report to the Chef Manager.

The ideal candidates will be reliable and proactive individuals with a 'can-do' attitude and an excellent eye for detail.

You should have excellent customer service skills, impeccable hygiene and health & safety awareness, and experience of working within a catering team in a diverse and busy retail catering environment.

We are open 7 days a week, including some public holidays, with many shows going on until late evening. The role involves working on a 7-day rota including early mornings, evenings, and weekends.

The salary is £11.95 per hour inclusive of holiday pay.

Responsibilities include:

- To deliver a good service to our café, bar and events customers.
- To operate tills, cash and card processes accurately.
- To ensure café and bar foyers are welcoming, presentable and safe.
- To operate health and hygiene processes well, including cleaning duties.
- To open and close the café, bar and other catering facilities as required.
- To support initiatives to increase revenues our catering services.
- To operate relevant procedures for catering, cash handling, customer service and health and safety.
- To undertake other duties as reasonably required.

Personal Specification

Essential

- Previous catering experience, including café/bar and cash handling experience.
- Proven experience of serving and dealing with customers.
- A professional friendly and welcoming approach.
- Impeccable hygiene standards.
- A commercial attitude towards service delivery.
- Ability to take instruction and use own initiative when working independently.
- Ability to prioritise and work under pressure with good time management.
- Ability to analyse situations and solve problems.
- Energetic, creative and enthusiastic team player.
- Good standard of literacy, numeracy and comprehension.

Desirable

- Understanding of working within an arts organisation.
- Experience of food hygiene and health and safety requirements.
- Certified Food Hygiene qualification and training
- Passionate about live performance and the arts in general

The Job Description for this position may be amended to incorporate the future needs of artsdepot.

Detailed terms and conditions will be outlined in artsdepot's staff handbook.

How to apply

To apply please submit a covering letter (up to two sides of A4) and curriculum vitae (CV).

In the covering letter, you have the opportunity to outline your suitability for the post by telling us about your interests, experience and skills that relate to the role and person specification. How you outline your suitability for this role in your covering letter determines whether or not you are shortlisted and invited for interview, so it is helpful if you go through the person specification and tell us exactly how you meet it.

Please email your CV, covering letter and completed Equal Opportunities Form to **recruitment@artsdepot.co.uk**

You are welcome to submit your application in a different format if you would like (video, audio recording) please email it to **recruitment@artsdepot.co.uk**

Recruitment for these roles is ongoing. Applications will be assessed on a rolling basis and shortlisted applicants will be invited to an interview at artsdepot. Please submit your application as soon as you are able.

Equal Opportunities Commitment and Monitoring

artsdepot is committed to encouraging diversity and eliminating discrimination. Our aim is that our workforce will be truly representative of all sections of society and that each individual feels respected and able to give their best. As part of our commitment to developing our workforce to be reflective of our communities we are particularly encouraging of applications from individuals who are ethnically diverse, disabled, LGBTQ+ and from lower socio-economic backgrounds.

Please enclose the completed Equal Opportunities Form with your CV and covering letter. When the applications are received, the EO questionnaires are removed before any decision on shortlisting is made.

Working at artsdepot

The role will be based in the café and kitchen on the 2nd floor of the artsdepot building. It is a shared space and has step free access. artsdepot is accessible for wheelchair users throughout the building. There are accessible toilets and lifts to all levels.

The nearest wheelchair-accessible underground station is Woodside Park, 0.7 miles from artsdepot. There are 10 disabled parking bays in the Aldi carpark below artsdepot, connected to the venue through a lift. Because of our programme and a resident dance college, the space can be busy and noisy at times.