

# Lyric

FOOD AND BEVERAGE ASSISTANT (CASUAL)



## INTRODUCTION

The Lyric Hammersmith is one of the UK's leading producing theatres. For more than 120 years it has been responsible for creating some of the UK's most ground-breaking and acclaimed theatrical productions. At the same time it has gained a national reputation for its work with children and young people and creates pathways into the arts for young talent from all backgrounds, helping to diversify our industry. The Lyric's dual commitment to producing the highest quality contemporary theatre, alongside nurturing the creativity of young people, is what makes it unique within the theatre ecology of the UK. It has one of the youngest audiences of any theatre in the country and is a place where some of the UK's finest actors and theatre-makers work side-by-side with some of the most diverse or disadvantaged young people in London. The cross-fertilisation of these two is what makes the Lyric Hammersmith so exciting and so distinctive. It is a local theatre rooted in its community with a national and international reputation for the quality and innovation of its artistic work.

## OUR MISSION

The Lyric Hammersmith produces work that is provocative, entertaining, popular, eclectic, messy, contradictory and diverse.

We work with the best theatre artists around and champion the next generation, nurturing young talent from all backgrounds.

We strive to be at the heart of our community  
whilst being internationally recognised

We lurch wildly between high art and populism – hopefully achieving  
both at the same time

Beautiful theatre. Cheap tickets. Environmentally friendly.

Hammersmith and proud!

## THE LYRIC: PAST, PRESENT & FUTURE

The Lyric is located in central Hammersmith in the London Borough of Hammersmith & Fulham, two minutes from Hammersmith tube and bus stations.

The theatre has an extraordinary history. It was designed by the world-renowned Victorian theatre architect, Frank Matcham, and originally opened in 1895 on a different site from the one it stands on today. In 1972, the original building was scheduled for demolition to make way for a new shopping and housing complex. There was a huge public outcry and, at the final hour, the local council saved the theatre by instructing that the Lyric could only be pulled down by the developers if Matcham's exquisite plasterwork was preserved and recreated in a new theatre above the Kings Mall Shopping Centre. The new Lyric Hammersmith was officially opened in 1979 by the Queen. The Matcham plasterwork had been painstakingly reconstructed in a new Victorian-style 550 seat auditorium and a modern black-box 110 seat studio was added to the building at the same time.

In 2004, the Lyric was redeveloped again with funding from the National Lottery and a public fundraising appeal. The £2m project was designed by the internationally acclaimed architect, Rick Mather. The entrance of the theatre was relocated from King Street to Lyric Square and a box office, street-level café, rehearsal room and education space were added within a new extension.

In April 2015 the theatre entered a new and exciting phase of its history. After nearly a decade of planning, fundraising and building, we opened the doors to a new Lyric, again designed by Rick Mather Architects, which includes a major extension to the West. The new Reuben Foundation Wing added two floors of facilities aimed at expanding the Lyric's work with young people, emerging and professional artists. It includes:

- A new rehearsal space the size of the main house stage with a stage-management office
- A dance studio with a sprung floor and full height mirrors
- A film and TV studio and editing suite equipped with a 'green screen' and professional camera and editing equipment
- A 50 seat cinema
- A recording studio and a suite of small- and medium-sized music practice rooms
- A digital play space
- A sensory space for disabled children
- New and expanded set and wardrobe workshops
- New staff offices

Externally the building has been re-rendered and a nine metre high neon sculpture designed by the artist David Batchelor, which is based on plasterwork detail from the Victorian auditorium, has been installed on the East Elevation. Internally the existing building has also been refurbished including the redesign of the theatre's café and bar and installation of new environmentally friendly heating and lighting systems as well as a green sedum roof.

In the Summer of 2018 the Lyric completed a refurbishment of both its main house auditorium and studio theatre.

The Lyric has a proven commitment to environmental sustainability and has just become the first theatre venue in the UK to announce it has been awarded the maximum five stars under the Julie's Bicycle Creative Green Certification Scheme. The new building was awarded a BREEAM rating of 'Excellent' – the Government's kitemark for sustainability in new and refurbished buildings.

## LYRIC GOVERNANCE, STAFFING AND FINANCES

The Lyric is a registered charity and a company limited by guarantee. As such, we are overseen by a non-executive Board of Directors which is chaired by Lisa Burger. The Board delegate day-to-day management of the theatre to its Executive Team: Rachel O'Riordan (Artistic Director and Joint CEO) and Sian Alexander (Executive Director, Joint CEO and Company Secretary). After a decade in the role, Sean Holmes stepped down as Artistic Director in 2018 and new Artistic Director, Rachel O'Riordan, will join the Lyric in February 2019. We have a talented and dedicated team of around 50 permanent staff, and employ numerous freelance artists, practitioners and casual staff, as well as operating a substantial apprenticeship scheme.

The Lyric aims to create a programme of work that is artistically adventurous and ambitious but also financially sensible and sustainable. We have an annual turnover of approximately £5-6m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Hammersmith & Fulham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

## JOB DESCRIPTION FOR THE POST

<b>RESPONSIBLE TO:</b>	Assistant Bar Manager
<b>CONTRACT:</b>	Casual
<b>RATE OF PAY:</b>	£8.50 ph
<b>HOURS:</b>	This is a casual position. Rotas will be drawn up in advance, based on the postholder's availability. Hours will include early mornings, late evening and weekends. Minimum shift length of four hours.
<b>HOLIDAY:</b>	Holiday pay will be paid periodically alongside wages and will be calculated on a pro-rata basis, based on the standard holiday entitlement of 28 days per annum for full-time staff.
<b>NOTICE PERIOD:</b>	One Week

## DEPARTMENT INFORMATION

The Commercial Department, under the leadership of the Commercial Director, encompasses the events, visitor services, and bars and catering teams.

Within this department, the Bars and Catering team comprises of:

- Head of Bars and Catering
- Assistant Bar Manager
- Casual Bar Team Leaders x 2
- Casual Café Senior Team Leader
- Casual Café Team Leader
- Kitchen Manager
- Sous Chef
- Commis Chef
- Casual Commis Chef x 2
- Casual Kitchen Porters x 3
- and a pool of casual Food and Beverage Assistants (This Role)

## MAIN PURPOSE OF THE POSITION

To provide a warm, friendly and efficient food and beverage service to our guests, ensuring exceptional service standards are delivered and maintained at all times in line with our guest expectations.

## MAIN AREAS OF RESPONSIBILITY

- Assist in creating a warm and welcoming environment for our guests, placing their journey and expectations at the forefront of all that we do
- Ensure that guests are seated and provided with menus promptly
- Ensure that all guests' requests and queries are responded to promptly and effectively and an exceptional service is delivered to guests at all times

- To be Familiar with the menu and as much information about the food and beverage offering available in order to answer any questions guests may have, including allergan information
- Take food and beverage orders and ensure that orders are communicated to the kitchen promptly and accurately
- Ensure an efficient and safe delivery of all food and beverage orders in line with guest expectations ensuring an exceptional level of service is maintained at all times
- Ensure the bar areas are clean and well presented at all times and assist with weekly cleaning duties as required
- Deal with guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times and ensure that any guest complaints and comments are reported to management
- Assist in the opening & closing set up and preparation, and provide service duties for functions as required
- Ensure that all front of house and guest areas such as the Roof Garden are well presented at all times
- Any other duties as directed by Head of Bars & Catering or other member of the management team

## PERSON SPECIFICATION

### Essential

- Vibrant and personable persona
- Excellent verbal communication and customer services skills
- Ability to work independently and use own initiative but also work collaboratively within a team
- Availability to work evenings and weekends
- Ability to remain calm under pressure and prioritise effectively
- Ability to provide exemplary customer service to a range of customers, adapting approach to best suit their needs
- Accurate and efficient cash handling skills
- High standard of personal presentation
- Positive and flexible approach to work

### Desirable

- Experience of working in a customer facing/front of house role
- Experience of working in an arts/cultural or conference venue
- Experience in delivering of events catering
- An interest in environmental concerns and their solutions

## HOW TO APPLY

If you have any questions or queries about this, please speak to Chrissy Angus, Head of Administration or email [jobs@lyric.co.uk](mailto:jobs@lyric.co.uk).

To apply for the post, please:

- Send a CV and covering letter (no longer than two sides of A4), explaining why you are interested in this role and how your experience and skills match the person specification, with an Equal Opportunities Form by email to [jobs@lyric.co.uk](mailto:jobs@lyric.co.uk) or by post to Chrissy Angus, Head of Administration, Lyric Hammersmith, King Street, London W6 0QL.

The deadline for receipt of completed applications is: **Monday 23 September 2019 at 10am.**

## INTERVIEW PROCESS

It is intended that interviews will take place from **Thursday 25 September 2019**. If you are not available for any days for up to a week after this date, please let us know in your covering letter and we will accommodate if possible.

## GUIDANCE

Please read the person specification and job description carefully before starting your application and ensure that you meet all the essential criteria. Only relevant information will be considered when shortlisting applicants for interview. Your application will be kept on file for a maximum of 12 months and then destroyed.

## EQUAL OPPORTUNITIES

The Lyric values and promotes diversity and is committed to equality and opportunity for all. All employees are required to comply with and actively promote our Equality policy, and no job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, gender, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith Theatre is proud to be a Disability Confident Committed Employer and an Official Partner of Parents in Performing Arts (PiPA).



## ACCESS

If you would like to submit your application form and covering letter in another format we would be happy to accommodate this. Please contact the Administration department on 020 8741 6822 option 2 or [jobs@lyric.co.uk](mailto:jobs@lyric.co.uk) to discuss a suitable alternative.

The Lyric Hammersmith has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. Please complete the Application Statement to help us with this. Please also state on the form if you have any access requirements for interview, or contact the Administration team to discuss.

## APPOINTMENTS

In line with the Lyric's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) disclosure. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken

into account. The Lyric will not discriminate unfairly against any convictions or other information revealed.

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.

