



BAR & CATERING STAFF – CASUAL



School Girls; Or the African Mean Girls Play
Photo by Manuel Harlan



Accidental Death of An Anarchist
Photo by Helen Murray



Iphigenia in Splott
Photo by Jennifer McCord

We are the Lyric Hammersmith Theatre. We are the civic and creative heart of West London. We believe that everyone deserves to experience the life changing impact of theatre.

In our big, beautiful theatre, we tell stories that matter and work with exceptional talent to make ambitious, entertaining, inspiring shows for our audience in West London and beyond.

We remove barriers to engagement and ensure young people have the opportunity to discover the power of their creativity, shaping the future of British theatre.

We are inclusive, forward looking and unafraid of change – we are proud of our history and ambitious for our future. A local theatre with a national impact.

LYRIC VALUES

Work with integrity and respect

We support each other with kindness, openness and integrity. Together we celebrate our achievements and work collaboratively through our challenges.

Every day we learn and grow

We continue to ask questions, seek answers and share our learning with each other for the benefit of the Lyric.

Be ambitious and action-focused

We believe in excellence; we have a can do attitude, go the extra mile and ensure our ideas become actions.

Serve our West London community

We are here for the people of West London, every decision we make and action we take should benefit our community.

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form** by email to jobs@lyric.co.uk and complete an **online equal opportunities monitoring form**: <https://lyric.co.uk/equal-opportunities-form/>
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **10am on 15th September Monday 2025**. Interviews will be held in week commencing **22nd September 2025**, with an anticipated start date of the **6th of October 2025**.

If you would like to submit your application in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact the Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative.

DESCRIPTION FOR THE POST OF BAR & CATERING STAFF – CASUAL

Responsible to:	Bars & Catering Manager
Contract:	Casual This role includes the sale of alcohol for which the post-holder MUST be aged 18 or above.
Salary:	£13.15 per hour (Plus anticipated increase from 1st October 2025)
Hours/Days:	<p>Rotas will be drawn up 2-4 weeks in advance, based on the post-holder's availability and the needs of the business. Must be available to work evenings and weekends, and available to work one of either Christmas eve, boxing day, or New Year's Eve. We are particularly interested to hear from applicants who are available to work Friday, Saturday, and Sunday evenings.</p> <p>Over the festive period shift hours will vary, covering times from 9am – 10.30pm Monday-Sunday. Minimum shift length of 3.5 hours.</p>
Holiday:	The Lyric implements 'rolled up holiday pay'. This means that every time you are paid you will automatically receive holiday pay as a percentage of your pay for the hours worked, and it will be shown as a separate line on your payslip.

Dress Code:	The post holder will not be required to wear a uniform but will be expected to dress smartly in black and be presentable at all times
Notice period:	One Week
Other benefits include:	Employee Assistance Programme, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

DEPARTMENT INFORMATION

The Bars & Catering Department is part of the Lyric's Commercial Directorate led by the Commercial Director which also encompasses the Visitor Experience Department and the Events & Hires Department.

MAIN PURPOSE OF POSITION

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

This role includes the sale of alcohol for which the post-holder **MUST** be aged 18 or above.

PRINCIPAL DUTIES

- Providing a positive and friendly guest experience by interacting with guests
- Satisfying guest requests in a timely manner
- Assessing customer preferences and making food & drink recommendations
- Checking identification to verify legal age requirements in line with Lyric policies
- Keeping a well-stocked bar with an adequate supply of spirits, beer, wine, mixers, ice, napkins, straws, glassware, and other accessories.
- Taking in deliveries and ensuring items are correct and stored safely.
- Cleaning the bar, tables, chairs, work and kitchen area including loading the dishwasher or some washing up, to maintain a sanitary environment
- Organising the bar area to streamline drink preparation and inventory
- Complying with all food and beverage regulations
- Limiting customer problems by restricting alcohol intake and attempting to curtail inappropriate behaviour
- Ensuring that all guests' requests and queries are responded to promptly and effectively
- Taking food and beverage orders ensuring that orders are communicated to the kitchen promptly and accurately
- Preparing and serving a variety of hot beverages and a range of simple food items
- Ensuring an efficient and safe delivery of all food and beverage orders
- Assisting in the opening & closing set up and preparation for the bar and catering areas.
- Providing service duties for events and hires as required

- Ensuring that all front of house guest areas including the Roof Garden are well presented at all times
- Working with and assisting the Visitor Experience team as and when required
- Any other duties as directed by the Bars & Catering Manager or other member of the supervisory/management team
- Training will be provided as necessary.

GENERAL REQUIREMENTS

- Attend internal and external meetings as required with pay.
- To adhere to the Lyric's Equality, Diversity and Inclusion Policy, Anti-Racism Strategy, Health & Safety Policy and any other policies or plans the Lyric may introduce in the future.
- Work at all times in accordance with the Lyric's Environmental Sustainability and Action Plan and proactively develop and encourage environmentally sustainable practice.
- To take an active role in your continuing professional development, identifying relevant training and professional development opportunities
- To act always in the best interests of the Lyric Hammersmith Theatre
- To undertake any other duties as agreed with the Bars & Catering Manager as is appropriate to the post

This job description is a guide to the nature of the work required of this role. It is not wholly comprehensive or restrictive and may be reviewed as required.

PERSON SPECIFICATION

Essential Criteria

- Availability to work a mixture of daytimes, evenings and weekends and key event nights (Pres Nights, Free First Nights, Development evenings & Panto Period Nov-Jan) according to the needs of the business
- Excellent verbal communication and customer services skills
- Ability to work independently and use own initiative but also work collaboratively within a team
- Ability to remain calm under pressure and prioritise effectively
- Ability to provide exemplary customer service and experience to a range of customers, adapting approach to best suit their needs
- Ability to use initiative and work as required behind the bar, kitchen, terrace, stalls and in the bar area.
- Accurate and efficient cash handling skills and training will be provided Epos system
- Positive and flexible approach to work

Desirable Criteria

- Experience of working in a customer facing/front of house role
- Experience of working in an arts/cultural or conference venue

EQUALITY & DIVERSITY

The Lyric values and promotes diversity and is committed to equality and opportunity for all. We are working actively to be an anti-racist organisation. Everyone who works with us is required to comply with and actively promote our Equality, Diversity and Inclusion Policy, and no job applicant or member of our workforce will receive less favourable treatment on the grounds of age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

The Lyric Hammersmith Theatre has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. 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 supports parents and carers working in theatre.

APPOINTMENTS

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and are subject to an enhanced or standard Disclosure and Barring Service (DBS) disclosure.

LYRIC CONTACT DETAILS

If you have any questions about this role, you can contact the Lyric's Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk.

We look forward to receiving your application.