



ASSISTANT BARS & CATERING MANAGER



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 Tuesday 3rd November 2026**
First interviews will be held on **Thursday 12th November 2026**

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. (Between 10:00am – 5:00pm, Monday– Friday)

DESCRIPTION FOR THE POST OF ASSISTANT BARS & CATERING MANAGER

Responsible to:	Bars & Catering Manager
Contract:	Full-time Permanent role
Salary:	£33,200 per annum
Hours/Days:	The Lyric's usual opening hours are from 8am to 11pm Monday to Saturday. The post-holder's working hours will be determined by the needs of the job The Lyric has a House Agreement that details our approach to working hours for all staff.
House Agreement Type:	Front of House Agreement
Holiday:	30 days per annum, including Bank Holidays with an additional day added for each year of service up to a maximum of 35 days
Notice period:	Three Months
Probationary period:	3 months
Pension:	3% pension contribution after qualifying period
Other benefits include:	Season ticket loan, Cycle to Work Scheme, Employee Assistance Programme, Work from Home Policy, Long

service awards, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

DEPARTMENT INFORMATION

The Commercial team consists of:

- Commercial Director
- Bars & Catering Manager
- Assistant Bars & Catering Manager – This position
- Bars & Catering Supervisors
- Bars & Catering Staff
- Events & Hires Manager
- Hires & Booking Assistant
- Visitor Experience Manager
- Visitor Experience Coordinator
- Duty Managers
- Visitor Experience Team

MAIN PURPOSE OF POSITION

The Assistant Bars & Catering Manager will help to lead, manage and develop the Bars & Catering department to deliver the smooth running of the food and beverage offerings within The Lyric Hammersmith Theatre across the Lyric Bar and Events & Hires catering. They will share the day to day running of the bar with the Bars & Catering Manager, line manage the Bars & Catering Supervisors and deputise for the Bars & Catering Manager in their absence.

The post holder will be passionate about developing and nurturing the team, and through training and development, help to deliver a service that enhances the experience of the Lyric's customers.

The Assistant Bars & Catering Manager will have a passion for both food and drink, and will personally prepare and deliver it, and ensure the Bars & Catering Supervisors do the same, across the Lyric Bar and Events & Hires catering. They will be comfortable training and overseeing the preparation and delivery of cocktails, hot and cold bar snacks and event catering.

PRINCIPAL DUTIES

Team Management

- Assist the Bars & Catering Manager in the management of the Bars & Catering team and directly line manage the Bars & Catering Supervisors, providing leadership, direction and coaching, and ensuring consistent preparation and delivery of food and drinks to the Lyric's standards.
- Brief the Supervisors for service on the food and drink offer, event requirements and allergen information, and check that this is passed on to the team.
- Assist in the creation of weekly rotas, including the deployment of casual Supervisors and bar team members.

- Assist with regular staff training for the front of house bar team members and Supervisors, tracking progression, including but not limited to food preparation and presentation, allergen management, food hygiene, licensing and customer experience.
- Assist with the recruitment of new staff as required
- Cascade any instructions or information from the Senior Lyric staff to relevant team members.
- Develop employees by providing ongoing feedback, establishing performance expectations, identifying training gaps and assisting with the review and appraisal of the Bars & Catering team.

Customer Service & Experience

- Ensure all customers receive a high level of customer service and experience at all times
- Respond to customer complaints and health and safety issues in a timely and appropriate manner in line with Lyric policies and to escalate these when appropriate
- Lead the Bars & Catering Team in upselling as appropriate, including promoting food, special offers and both interval and post show drinks services

Operational

- Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs
- Be responsible, with the Bars & Catering Manager, for the preparation, presentation and delivery of all food and beverage to the Lyric's standards and legislation including HACCP and allergen requirements, personally preparing and serving as required and leading by example.
- Ensure the Bars & Catering Supervisors are preparing and delivering food and drink consistently across all shifts, spot-checking quality, portioning, timing and presentation, and addressing issues straight away.
- Monitor compliance with company and government regulations, regarding customer service, food preparation & service and Health & Safety, maintaining food safety records (temperature logs, cleaning schedules, allergen information) and carrying out Food & Health Safety audits as required.
- Ensure that the bar, kitchen and front of house areas are clean and tidy and kept in a good order, reporting any maintenance issues to the Facilities department.
- Assist on the ordering and receiving of all necessary stock, making sure levels are correct for trade and recorded accordingly for auditing purposes.
- Oversee the cellar and store rooms to ensure they are fit for purpose and are left in a clean and orderly state.
- Oversee all opening and close down procedures for both food and beverage areas and update needed processes as required.
- Ensure that the goods for retail are attractively displayed and are correctly priced on the epos.

- Abide by the Lyric's premises license including upholding the four licensing objectives.
- Comply with and promote the Lyric's Health and Safety and Environmental policies
- Adhere to guidance from the Bars & Catering Manager in regards to the safekeeping of all keys, passes, passwords and codes to ensure that proper security measures are in place in order to prevent unauthorized access to restricted areas, monies, items or data

Event Catering

- Work closely with the Bars & Catering Manager and the Events & Hires Manager to plan, prepare and deliver food and drink for client events and hires, from enquiry through to clearing.
- Review event briefs (menus, numbers, dietary and allergen requirements, timings), brief the Supervisors and event team, and ensure event catering is prepared and delivered to the agreed menu, standard and timings, with the Supervisors present on the day.
- Ensure that events are adequately staffed to meet catering requirements, that customer service is excellent and in line with client expectations, and that all event catering is cleared in a timely fashion.
- Gather client feedback and pass it to the Bars & Catering Manager to support repeat business.

Financial Management

- Assist in ensuring the weekly and monthly stock takes are completed for both food and beverage stock, ensuring that all the necessary paperwork is compiled correctly for reporting
- Assist with the management of stock control systems, ensuring that all products for sale are correctly set up in the system for auditing needs
- Ensure daily cashing-up and financial procedures are completed
- Assist the Bars & Catering Manager in reconciling weekly takings, providing regular financial and stock reporting for the management accounts, processing invoices, reconciling petty cash and producing internal recharges.
- Help manage labour cost and gross profit against targets.

Business Development

- Support the Commercial Director and Bars & Catering Manager in promoting and developing the Lyric's Bars & Catering business to hit targets
- Work with the Bars & Catering Manager to create menus for food and drink based on current trends, customer feedback and the Lyric's programming
- Generate business by maintaining relationships with existing clients, both current and lapsed, to assist the development of new and repeat event catering business.

GENERAL DUTIES

- Regularly attend Lyric Hammersmith Theatre shows and projects including press nights, Young Lyric and development events.
- Attending internal and external meetings as required.
- 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

- Experience of managing a front of house bar and catering team, ideally including line management of supervisors
- Experience of preparing and delivering food and drink in a bar, catering or events environment, and of overseeing others doing so
- Skills to train and motivate staff, with experience of appraisals, performance management and rota planning
- Experience of cashing up and reconciling weekly takings
- An understanding of financial processing and reporting
- Excellent customer service skills
- Ability to solve problems in a creative way
- Working knowledge of food hygiene, HACCP and allergen management (Level 2 food hygiene certificate minimum)
- Experience of ordering stock and its reconciliation
- Knowledge of licensing law and the four licensing objectives

Desirable Criteria

- Knowledge of COSHH regulations and compliance
- Level 3 food safety qualification
- Knowledge of epos systems
- Experience of delivering event or hospitality catering and of working closely with Catering and Events teams
- Personal Licence holder
- First aid certificate

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 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. (Between 10:00am – 5:00pm, Monday-Friday)

We look forward to receiving your application.