

# NEW VIC



Casual Catering Assistant

Information pack  
February 2024

## Welcome

Thank you for your interest in the post of Casual Catering Assistant at the New Vic Theatre.

Hourly rates are paid at National Minimum Wage or National Living Wage.

We are looking for Casual Catering Assistants to join our busy and friendly café team to provide excellent food and customer service to our audiences.

Catering experience is preferable but full in-house training will be provided. What matters to us the most, is taking pride in what you do and a willingness to learn. If you are able to work as a proactive team member in a busy restaurant/café environment and use your excellent customer service skills when serving our customers, then we want to hear from you.

Due to the nature of our business, this role is offered on a casual contract and you will be offered work as required. This will include daytime, evening and weekend work, as well as potentially covering shifts at short notice.

The deadline for applications is **Friday 1 March at 10am**. Interviews will be held on **Wednesday 6 and Thursday 7 March**.

We hope that this pack will answer all your questions but if there is anything else you would like to know about the role or working at the New Vic, please do get in touch on 01782 381371 or by email at [recruitment@newvictheatre.org.uk](mailto:recruitment@newvictheatre.org.uk)



# Casual Catering Assistant

## Contract

This role is offered on a casual zero hours contract and you will be offered work as required.

## Pay

Hourly rates are paid at National Minimum Wage or National Living Wage and are paid into the employee's bank account on a weekly basis.

## Hours of work

As a casual employee you are not guaranteed a minimum number of hours per week however, the average number of shifts is between 2 & 5 per week.

Your hours will be scheduled by the Catering Manager in advance. Prior notice of a shift will be given via rota however, you may be asked to cover at short notice.

The Café opening hours are 10am-3pm and 5pm-10pm during evening performances. Shifts times vary depending on performance times and needs of the department so the ideal candidate will be flexible and able to cover a mixture of shift patterns.

## Holiday pay

Holiday pay is calculated at the rate of one eighth of the total earnings for each week and paid weekly.

## Sickness

If for any reason you are unable to attend work due to illness, you must inform the Catering Manager as soon as possible on the day that you are scheduled to work.

## Notice Period

If you wish to terminate your employment with the New Vic Theatre, one weeks notice is required. Similarly, the New Vic will give you one week notice if we wish to terminate your employment.

## Training

Full in-house training will be provided. All training sessions will be paid for at the appropriate rate.

# Casual Catering Assistant Job Description

- General kitchen work and small amounts of preparation of food
- Provide a high standard of service ensuring correct charges are made and payment is received
- Organise stock
- Clear tables in the restaurant and bar area and wash dishes /pots
- Adhere to food hygiene regulations
- Adhere to COSHH/ health and safety procedures/policies at all times
- Any other duties as may reasonably be required by the Catering Manager/Head Chef

## Person specification

These are the qualities we are looking for in our Casual Catering Assistant

### Essential Criteria

- Excellent customer care skills
- Ability to work flexible and unsociable hours
- Ability to cover shifts at short notice
- Calm, organised, efficient and thorough

### Desirable Criteria

- Interest in theatre and the arts
- Experience of dealing with members of the public and providing good customer care





***'Staffordshire's New Vic proves what a regional theatre with ambition and imagination can do'.***

*The Guardian*

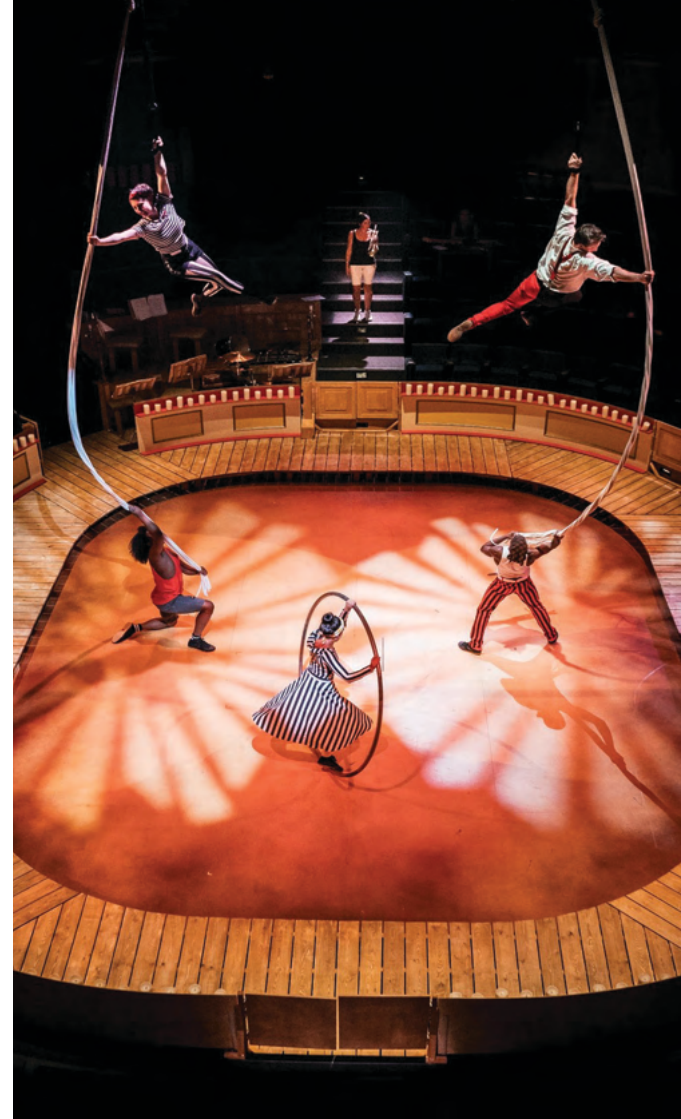
The New Vic is unique. The first purpose-built theatre-in-the-round in Europe and a ground-breaker in the integration of professional theatre-work with an extensive community and education programme, we make theatre that is valued by local audiences and recognised nationally. In the last few years we have toured shows 'made at the New Vic' nationally and transferred our first show to Broadway in New York with *Around the World in 80 Days* achieving the accolade of being the New York Times Critic's Pick of the Week.

We believe in the power of theatre to change lives. We also believe that everyone should have access to great theatre and on average 180,000 people visit the New Vic each year.

The New Vic has forged a national reputation for producing first class theatre – usually 8 or 9 in-house productions annually. We have a full in-house creative team, including costume, scenic workshops, lighting, sound and design. Our theatre-making is nationally recognised, particularly our work for young people and their families.

Our extensive community and education programmes reach over 25,000 annually, with award-winning New Vic Borderlines, and New Vic Education departments ensuring we are key to the cultural life of the region. Alongside this the theatre leads Appetite, an Arts Council England Creative People & Places programme, to engage more people in North Staffordshire in the arts.

The New Vic is a registered charity with a turnover of £5 million and operates thanks to a unique partnership between Arts Council England, Newcastle-under-Lyme Borough Council, Staffordshire County Council and Stoke-on-Trent City Council.



## Applying

The New Vic aims to attract, develop and retain the best talent for all roles and will always appoint based on merit. We consider that diversity is good for the art we make, good for artists, good for audiences, and good for the cultural sector. The New Vic is an equal opportunities employer. We value diversity in our workforce and positively encourage applicants from all sections of the community, particularly applicants under-represented across the arts workforce, especially applicants with a disability, applicants who are LGBTQIA+ or applicants of African or Caribbean heritage, South, East and South-East Asian heritage or anyone who experiences racism.

### How to apply

Please forward your CV and a covering letter giving a brief outline of why you think you would be suitable for this role and how your skills match the person specification. The deadline for applications is **Friday 1 March at 10am**. Interviews will be held on **Wednesday 6 and Thursday 7 March**.

Email your CV and covering letter to [recruitment@newvictheatre.org.uk](mailto:recruitment@newvictheatre.org.uk) using the subject line Casual Catering Assistant or post to Administration Department, New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG.

We want to make sure that our application process is accessible to everyone, so please do tell us if you need any of this information in another format (e.g large print, audio).





New Vic Theatre , Etruria Road, Newcastle-Under-Lyme, Staffordshire, ST5 0JG Stoke-on-Trent & North Staffordshire Theatre Trust Ltd. Company registration number: 911924. Charity registration number: 253242. The New Vic operates thanks to partnership between the Arts Council England, Newcastle-Under-Lyme Borough Council, Staffordshire County Council, and Stoke-on-Trent City Council.