



# NEW VIC

Hospitality Assistant  
(part time)  
Information pack  
August 2025

## Welcome

Thank you for your interest in the post of Hospitality Assistant (part-time) at the New Vic Theatre.

We are looking for a Hospitality Assistant to join our busy and friendly café team to provide excellent food and customer service to our audiences.

Do you have experience of working in a fast-paced café or restaurant, and providing good customer service to members of the public? Do you have the ability to work as a proactive team member in a busy environment? If so, then we want to hear from you.

Shifts will mainly be during daytime hours, Monday-Saturday. Occasional evening work may also be required.

The deadline for applications is **Tuesday 2 September 2025 at 10am**. Interviews will be held on **Friday 12 September 2025**.

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)



## **Hospitality Assistant (part-time)**

### **Contract**

This role is offered on an annualised contract of 1040 hours per annum (based on an average of 20 hours per week).

### **Salary**

The salary for the post is £25,396.80 per annum (£12,698.40 pro rata based on an average of 20 hours per week). The salary is paid weekly in arrears.

### **Hours of work**

The post holder is expected to work an average of 20 hours per week (80 over a 4 week period). Working hours are based around business needs and scheduled on a rota basis.

Where the number of hours worked in any 4 week period exceeds the contractual hours then time off in lieu will be given at single time. Double time will be paid for hours worked between 11.00pm and 8.00am and any hours worked on a Sunday or public/bank holiday. Any hours in addition to your normal hours are to be agreed in advance with your manager.

Generally, the theatre doesn't open on Christmas Day, Boxing Day or New Year's Day. However, in certain circumstances, we may ask you to work on Sundays and Bank Holidays.

### **Holiday Entitlement**

The holiday entitlement for this post is 80 hours, plus bank holidays pro rata per annum. This will increase to 88 hours plus bank holidays pro rata following 3 years service and 100 hours plus bank holidays pro rata following 5 years continuous service. The holiday year runs from 1 April to 31 March.

### **Probationary & Notice Period**

The probationary period for this post is 6 months. The notice period during the probationary period is 2 weeks. Following successful completion of the probationary period the notice period is 4 weeks.

### **General**

All eligible staff are automatically opted in for the New Vic's basic pension scheme under auto enrolment legislation.

All offers of employment are subject to the candidate being able to provide suitable proof of their eligibility to work in the UK and references.

### **Work Location**

The role will be based at the New Vic.

## Hospitality Assistant Job Description

- Welcome customers and ensure an excellent standard of service is provided at all times.
- Advise customers on menu options/variations.
- Take orders and process them appropriately, ensuring the Chefs are aware of any dietary requirements.
- Ensure customer satisfaction throughout the dining experience and take the opportunity to offer additional items.
- Report any issues or complaints to the duty Restaurant Supervisor.
- Take payments correctly and process them through the catering till system.
- Ensure the restaurant and bar areas are clean and presentable at all times.
- Clear tables and wash dishes.
- Adhere to food hygiene regulations.
- Adhere to COSHH and Health and Safety procedures / policies at all times.
- Restock where necessary and report any shortages to the Restaurant Supervisor.
- Any other duties as may be reasonably required by the Catering Manager / Head Chef / Restaurant Supervisor.

## Person specification

These are the qualities we are looking for in our Hospitality Assistant

### Essential Criteria

- Experience in a fast-paced cafe, restaurant or similar.
- Experience of dealing with members of the public and providing good customer care.
- Proven ability to work within a team and use own initiative.
- Ability to work flexible and unsociable hours.
- Ability to cover shifts at short notice.
- Be calm, organised, efficient and thorough.

### Desirable Criteria

- Interest in theatre and the arts.



**‘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 and internationally.

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. We have a full in-house creative team, including costume, scenic workshops, lighting, sound and design.

Our extensive community and education programmes reach over 25,000 people 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 Stoke-on-Trent and 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 and Staffordshire County 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 explaining why you think you would be suitable for this role and how your skills match the person specification to [recruitment@newvictheatre.org.uk](mailto:recruitment@newvictheatre.org.uk) using the subject line Hospitality Assistant, or post them to Administration Department, New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG.

The deadline for applications is **Tuesday 2 September 2025 at 10am**. Interviews will be held on **Friday 12 September 2025**.

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 Theatre operates thanks to partnership between the Arts Council England, Newcastle-Under-Lyme Borough Council and Staffordshire County Council.