

**August 2025**

## HOW TO APPLY

We're trying to make our application process as open and accessible as possible, so if you are experiencing any barriers to accessing the information, and would like this pack in a different format, or would like to submit your application in a different way, then please contact our recruitment team via the email address below, or by calling us on 0151 706 9113. We're always happy to discuss any requirements that candidates may have as a disabled person; someone with parental or caring responsibilities; or other reasons, and we'll always try to make any adjustments possible to make participation easier.

Please read all the information in this job pack and then submit a CV and / or a covering letter or email to tell us about yourself and your experience; to share with us your reasons for applying for the post and any other information you believe is relevant.

We'll shortlist based on how each candidate meets the person specification and shows us how they would fulfil the job description, but we believe that even if someone doesn't have all the experience we're looking for, they might still have the values and qualities that would make them a great asset to the team, so please don't be put off from applying because you don't feel you have all the experience. If you'd like to have an informal conversation about the role in advance of application, this can be arranged via the email address below.

The deadline for applications is **Monday 18<sup>th</sup> August at 10.00am.**

Interviews will take place in Liverpool during the w/c **25<sup>th</sup> August 2025**

Applications should be sent to: [recruitment@everymanplayhouse.com](mailto:recruitment@everymanplayhouse.com)

Please also complete the equal opportunities monitoring form via <https://www.surveymonkey.com/r/PQZNP87> ; a summary of our Equal Opportunity Policy is also available on the website. All applicants will be advised on the outcome of their application in writing. Any offer of employment will be subject to the receipt of evidence of the right to work in the UK as defined under current legislation.

## ***Looking for a daytime hospitality role?***

If you're an enthusiastic server with a passion for delivering exceptional customer service and maintaining high standards, we might have the perfect opportunity for you!

Join our Hospitality & Events team as an Audience Experience (AE) Supervisor in the Everyman Theatre Street Café, where your mission will be to ensure every guest at our theatres enjoys a memorable visit.

### **Who:**

We're looking for a skilled communicator with strong interpersonal abilities—someone who brings creativity, energy, and a team-oriented mindset to the table. You'll understand the value of delivering exceptional customer service.

Ideal candidates will have:

- A friendly, approachable and inclusive manner, ensuring repeat custom from our local customers
- A solid understanding of hospitality operations
- Previous experience in restaurant, bar, or café settings
- Reliability, along with a positive and enthusiastic approach to work
- Experience of food preparation, ideally in a professional environment, and an understanding of food hygiene regulations

### **What:**

- Preparation and service of the food offer in the Street Café
- Provide friendly, attentive, and efficient customer service to all guests visiting our bars.
- Handle payments quickly and accurately, demonstrating excellent cash and card transaction skills.

### **Why:**

- A hospitality position that offers a good working environment, daytime shifts, and a compassionate/ collaborative management team.
- Investment in training & development including H/S, Food Safety, product knowledge & management development.
- Free and/or discounted tickets to shows at both theatres.
- Discounts on drinks and food from our café and bars.

# JOB ROLE: Audience Experience Supervisor – Street Café (a variety of guaranteed hours positions are available)

**Responsible to:** Street Café Manager

**Responsible for:** No direct Line Management responsibility but supervisory responsibility for any Audience Experience Assistants on duty in the Street Café.

## PURPOSE OF ROLE

- To ensure a friendly and efficient point of contact for all audiences, visitors, and company members.
- To prepare and deliver food and drink in the Street Café.
- To support Street Café Manager with the delivery of food and drink across all areas of the theatres, but with a main focus on the street café.
- To deliver a seamless and excellent experience in food and drink for all our audiences.
- Ensure a safe working environment is maintained at all times with particular regard to the health, safety and welfare of yourself and other people, with particular focus on food safety.

## VISION, MISSION & VALUES

Key to all roles within the Liverpool Everyman & Playhouse, is each person's absolute commitment to the organisational vision, mission and values which are as follows:



### OUR VISION

We will be the most relevant change making theatre, artistically innovative, talent enhancing, socially impactful, and representative of everyone.



### OUR MISSION

The use of the power of theatre to inspire, entertain and nurture positive social change.



### OUR VALUES

#### COLLABORATIVE

We listen, we share, we co-create.

#### CREATIVE

We believe in the power of creativity to inspire and change lives.

#### COMPASSIONATE

We are open-hearted, generous and supportive.

#### COURAGEOUS

We are daring and brave – a voice for things we believe in.

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the Liverpool City Region, advocating our role in its civic duty to the city.

## MAIN DUTIES

### Operations

- Act as the public face of the Theatre, ensuring all Preparation and service of food offer in the Street Café (including hot and cold food; teas, coffees etc)
- In collaboration with the Street Café Manager supervise the AE Assistants during food and drink operational times to ensure a safe and welcoming environment is maintained in the Street Café and relevant areas.
- Cleaning down the Street Café area, at the end of the shift, including the preparation and kitchen areas; washing dishes and cleaning front of house and back of house areas as required.
- enquiries and feedback are managed efficiently, in a calm manner, presenting at all times a positive image to audience members.
- Ensure a high standard of housekeeping is maintained to a high standard in the Street Café and kitchen.
- Support the Street Café Manager in ensuring the street café and kitchen is being kept to a high standard, including overseeing food prep, the daily check and cleaning sheets to ensure nominated staff have completed alongside Café sheets.
- Maintain high standards of food and drink preparation and delivery within the Audience Experience Team. Assisting Street Café Manager with overseeing food preparation and maintenance of hygiene standards in their absence
- Support the Audience Experience Manager (Catering) in retaining the five star food hygiene rating for the business.
- Support with management of stock including all stock rotation, accepting deliveries and ad hoc ordering of stock where needed. Managing deliveries, responsible for signing off delivery sheets and checking that all stock is reasonably dated & all stock ordered has been delivered. Also spot checks of van hygiene and noting any stock refused for damage/short dated. Reporting this to Café manager so can be discussed with supplier.
- Uphold the theatres license through effective use of the challenge 25 process.
- Maintain a level 3 food hygiene certificate.

### Audience Experience

- Maintain the highest level of customer service and presentation at all times, for internal and external customers.
- Support the Audience Experience team to sell concessions, merchandise and food and drink, ensuring audiences receive relevant opportunities to purchase additional products including food and drink and promotion of up and coming shows and events to generate potential ticket sales.
- Ensure an up-to-date knowledge of all performances, campaigns, and activities of LMTT.
- Act as an ambassador for the Theatres at all times.

## **Audience Development**

- Support the development of new audiences through great service and a warm welcome to encourage repeat custom.
- Feedback to Street Café Manager any audience suggestions and comments so to support the development of the food and drink we offer at the Street Café.
- Promote diversity, inclusion, and access for all.

## **Team Working and Management**

- Allocate daily tasks for all Audience Experience Assistants on a daily basis in the Street Café.
- Support with the training of new and existing members across the Audience Experience Team, including people on placements or traineeships.
- Help to make the Audience Experience team a happy, supportive working place which welcomes and values diversity and matches the values of the theatres.
- Brief Audience Experience Team as required on the Street Café food and drink offers.
- Assist the Street Café Manager to ensure all Audience Experience Assistants are well-trained in emergency procedures, disability and diversity awareness and Health & Safety procedures.

## **Compliance**

- Assist the Audience Experience Managers to ensure that the LMTT Food & Beverage operation meets all requirements of Health & Safety and Food Safety policies.
- Record and reporting all accidents with your line manager and in line with company procedures.
- Maintain cleaning schedules and checklists.
- Support with the delivery of all company procedures and ensure instructions are fully understood and practised by Audience Experience Team.
- Assist with fire alarm activations and evacuations as needed.

**NB** In the event that the Street Café Supervisor is asked by their line manager to take on additional duties as the venue's "responsible person" e.g. opening the building, leading on the evacuation of public from the building, then an additional payment will be made to reflect the additional responsibility.

## **Financial**

- Set up floats in tills on a daily basis.
- Complete end of shift banking and float check process and cash reconciliation sheets on a daily basis.
- Respond to any queries regarding cash and card banking from the finance team.

- Support the management of stock and reduction of stock wastage through stock rotation, set stock ordering processes and effective stock taking.

## **General**

- LMTT is committed to the safeguarding of children and people to whom we have an enhanced duty of care and therefore may at their discretion require any member of staff to submit a satisfactory enhanced check from the Disclosure and Barring Service (DBS), depending on the activities they are carrying out.
- Work in the best interests of E&P at all times, and in accordance with company policy, the staff handbook, health & safety regulations, safeguarding, data and IT
- Be an effective representative of E&P in all situations and demonstrate the highest level of audience care, advocacy and service
- Take positive action to promote Equal Opportunities in all aspects of the work of E&P
- Maintain confidentiality in all areas relating to LMTT and E&P as appropriate
- Maximise income and minimise expenditure wherever possible through effective upselling, encouragement of pre-ordering, effective waste management
- Use best endeavours to improve sustainability and reduce negative environmental impact
- Carry out any other duties as may be reasonably expected of the post-embracing change, reacting to short-notice changes in the service of the audience experience, willingness to learn.

## PERSON SPECIFICATION

<b>Desirable experience, knowledge and skills</b>
Previous experience in a customer focused environment (bars/café or restaurants)
Previous experience of food preparation
Good standard of literacy and numeracy.
Understands the importance of good internal and external customer relations.
An excellent eye for detail and commitment to excellence.
High standards of personal appearance
Reliable and with a positive and enthusiastic approach to work.
Positive and helpful attitude
An interest in theatre and the performing arts
Ability to develop excellent customer service skills with a willingness to learn new skills and activities.
Ability to work and contribute as a member of a team with flexibility, dedication and commitment and excellent timekeeping.
Excellent communication and interpersonal skills
Ability to work well under pressure and to deadlines.

## MAIN TERMS AND CONDITIONS OF EMPLOYMENT

Tenure:	This is a permanent contract and is subject to a probationary period of 3 months
Reporting to:	Street Café Manager
Hours:	<p>The Street Café is usually open Tuesday – Saturday.</p> <p>The post is available either as full time post of 35 hours, working 9am – 5pm, Tuesday – Saturday (with an hour's break each day)</p> <p>Or</p> <p>A part time post of either 14 or 21 hours, worked over 2 or 3 days, eg. 9am – 5pm, Tuesday – Thursday; or 9am – 5pm, Friday &amp; Saturday.</p> <p>We are open to hearing what works best for different candidates and are happy to take a flexible approach towards agreeing working patterns.</p>
Salary:	<p>£24 534 per annum, pro rata. (£13.48 per hour.)</p> <p>(Single time extra is payable for hours scheduled between midnight and 8am, and hours scheduled on Sundays and Bank Holidays.)</p>
Annual Leave:	<p>28 days per annum, pro rata (inclusive of all statutory English bank holidays). Holiday year runs from 1 January – 31 December.</p> <p>The post holder will be required to take a period of up to two weeks' annual leave (pro rata) during the summer maintenance period when the Street café is closed, usually mid – July – end August.</p>
Notice Period:	One week during probation; one month thereafter
Pension:	The Company operates an auto-enrolment pension scheme. This employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).
Place of Work:	Mainly at the Everyman and Playhouse Theatres

### Additional Benefits:

The Theatres offer several discretionary benefits including:

- Interest-free Season Ticket Loans with Merseytravel
- Membership of a healthcare cash plan: Paycare (including an Employee Assistance Programme and 24-Hour GP Telephone Consultation Service)
- Free and / or discounted tickets for performances



- Discounts on our food and drink offer

All other terms as detailed in Staff Handbook.

## MORE INFORMATION ABOUT WHAT WE DO

It's a great time to join the theatres, run as a charity by the Liverpool and Merseyside Theatres Trust. We're a local creative powerhouse with national and international impact, driven by a love for theatre, our city, and the belief that theatre can transform lives.

We believe our theatres can be a vital focus for the communities in the Liverpool City Region, telling stories which are compelling locally and nationally, supporting and attracting talent and contributing to Liverpool's reputation as one of the country's most vibrant cultural cities.

Across our theatres – one a 440-seat thrust, the other a 670-seat proscenium – there's an opportunity to produce and present the richest range of work for the widest audience.

In 2025 we look forward to an ambitious and dynamic programme of work across all of our performance spaces, as we do our best to be a place where everyone in Liverpool can feel safe, heard and included in asking big questions about the world we're living in. Underpinning our artistic approach is a commitment to supporting creatives and producers from diverse backgrounds to develop more work with commercial and tour potential; and thereby achieve longer and more sustainable careers in the arts.

Read on to find out more. We look forward to hearing from you.



**Mark Da Vanzo** | Chief Executive  
**Nathan Powell** | Creative Director  
**Ros Thomas** | Finance Director

# OUR VISION, MISSION, VALUES



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LIVERPOOL  
**EVERYMAN**



LIVERPOOL  
**PLAYHOUSE**

# DIVERSITY, EQUALITY & INCLUSION

We have established relationships in the communities of Merseyside, nurtured through an extensive and innovative outreach and education programme, and believe passionately that the creation, delivery and experience of the highest quality theatre must be open to all. We nurture and develop the artists and creative workforce for tomorrow through our award-winning Young Everyman Playhouse programme (YEP). YEP is much more than a youth theatre, it is a multi-disciplinary talent development programme. We want YEP members to progress to work in our theatres, on our stages and in the local theatre ecology, as well as influencing and making theatre nationally and internationally and bringing new ideas, work and practice back to Liverpool.



*Tell Me How It Ends* by Tasha Dowd  
© Andrew AB Photography

*"I was blown away by the talent of the young actors and the writer. It's wonderful that the Everyman supports and encourages young talent."*

Audience Feedback on *Tell Me How It Ends*  
by Tasha Dowd [YEP Graduate]



*THIS IS NOT A CRIME (this is just a play...)*  
by YEP Actors 2023

*"YEP is a place that had allowed me to create strong relationships with my peers and be part of a community that is compassionate towards one another. For these reasons being a part of YEP will help me improve my qualities not only as an actor but also as a person."* Feedback from YEP Graduate

We are committed to diversity and equality and expect all staff to be active in promoting diversity and supporting people to experience our work and buildings. In 2020, we brought together a group of Trustees, staff and co-opted external members to form a [Diversity Action Group](#), considering the actions we could take as an organisation to progress our commitment to diversity. We recognise that our workforce is not as representative as we would like it to be and are committed to real and positive change.

## What does this mean in terms of recruitment?

It means that some of the things we will do are:

- recognise that lived experience can be as valuable as industry experience or qualifications.
- actively advertise and promote jobs to specific groups or organisations.
- try to find long term progression routes within the company and identify opportunities for people to learn about the jobs we have available
- make sure that the Theatres are a safe space for all employees, and that everyone receives the support they need

What we won't do is:

- Shortlist applicants based on any protected characteristic if we don't believe they could do the job
- Offer someone a role solely based on them having a particular protected characteristic, even though we feel they're not suitable for it, and in which they won't thrive.

Most recently we've been working with the Anthony Walker Foundation to ensure staff receive anti-racism training, and that there is accountability and collective understanding of what anti-racist actions we can take as individuals and collectively as an organisation.

With all this in mind, we particularly welcome applications from ethnically diverse and disabled applicants, and we are a Disability Confident Employer. We are also a strategic partner with PiPA (Parents and Carers in Performing Arts – [www.pipacampaign.org](http://www.pipacampaign.org)), who campaign to enable and empower parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, and we look for equity of opportunity for anyone living with a protected characteristic that has adversely impacted their employment opportunities.



**LIVERPOOL  
EVERYMAN**

5-11 Hope Street  
L1 9BH

**LIVERPOOL  
PLAYHOUSE**

Williamson Square  
L1 1EL

[everymanplayhouse.com](http://everymanplayhouse.com)

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We are a registered charity (1081229) and gratefully acknowledge the continued support of Arts Council England, Liverpool City Council, our donors, patrons, partners and our audiences.



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