

## 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 11<sup>th</sup> August at 10.00am.**

Interviews will take place in Liverpool on the **19<sup>th</sup> & 20<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 to break away from the typical hospitality role?***

If you're an enthusiastic bartender or 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) Hospitality & Events Assistant, where your mission will be to ensure every guest at our theatres enjoys a memorable visit. Working behind our theatre bars offers a dynamic, fast-paced environment unlike any other. If you thrive under pressure and love delivering top-tier service, this role is made for you. With a wide variety of events and performances, no two shifts are ever the same—so flexibility, adaptability, and a proactive attitude are key to creating great experiences for our guests.

### **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 thrive in a fast-paced environment and understand the value of delivering exceptional customer service.

Ideal candidates will have:

- A solid understanding of hospitality operations
- Previous experience in restaurant, bar, or café settings
- Reliability, along with a positive and enthusiastic approach to work

### **What:**

- 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.
- Maintain a safe and compliant working environment, prioritizing the health, safety, and well-being of both yourself and others at all times.

### **Why:**

- A hospitality position that offers a good working environment, minimal 'late' nights 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.
- The position will include daytime & evening shifts, so flexibility is important. However post-midnight finishes are rare. Fixed term and casual contracts available.

# JOB ROLE: Audience Experience Assistant (Hospitality and Events). Fixed term contract from late August 2025 – 31<sup>st</sup> March 2026

**Responsible to: Audience Experience Managers**

**Responsible for: N/A**

## PURPOSE OF ROLE

We are seeking enthusiastic and dedicated Bartenders/Servers with exceptionally high standards, who strive to deliver the best possible customer service.

Working with the Hospitality & Events Duty Manager and the wider team, the AE Assistants will be responsible for making sure everyone who visits our theatres has a great experience.

Working on the theatre bars is unlike anything else, and if you have a real passion for fast-paced, top-class customer service, this role will suit you perfectly. The diverse range of activity means that no two shifts are the same, and as such you'll be encouraged to adapt your style in order to serve guests most effectively.

This is a fixed –term contract with guaranteed monthly hours, shift patterns depend on business needs.

## 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

- Delivering friendly, helpful and competent customer service to everyone that visits our venues.
- Process fast and accurate payments, demonstrating exemplary payment handling skills.
- Ensure that all food and beverage facilities and equipment are kept in good condition and properly stocked according to anticipated business volume, immediately reporting all maintenance and repair needs.
- Ensure all areas are clean, well-stocked, and compliant with health and safety regulations.
- Be reactive to guest feedback and pre-emptive in resourcefully finding a solution. Have a hands-on approach with the ability to escalate to Duty Management when necessary.
- Promote teamwork and quality service through active participation in team briefings and huddles.
- Assist the Audience Experience Managers in achieving licensing objectives for the responsible service of alcohol, allergen legislation, and good hygiene practices.
- Support and promote all company policies, with specific attention to Equality & Diversity, Health & Safety and Data Protection.
- To cultivate and maintain a thorough knowledge of programming and events across the two theatres.

### 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

Essential experience, knowledge and skills	Desirable experience, knowledge and skills
Previous experience in a customer focused environment (bars/café or restaurants)	An interest in theatre and the performing arts
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	
Must be able to work Thursdays, Friday and Saturdays. With a mix of afternoons and evenings.	
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 fixed term contract, from late August 2025 – 31 <sup>st</sup> March 2026. It is subject to probationary period of 2 months.
Reporting to:	Audience Experience Managers
Hours:	<p>76 hours per month; shifts are available Monday – Saturday evenings and/or mid-week and Saturday matinees as agreed during performance periods. Availability must include regular Thursday, Friday and Saturday working.</p> <p>Occasional Sunday work available for hires and events.</p> <p>Based on the performance schedule and individual availability, hours are agreed in advance on a monthly schedule of shifts using online scheduling system.</p>
Salary:	<p>£927.96 per month. (£12.21 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:	28 days per annum, pro rata (inclusive of all statutory English bank holidays). Holiday year runs from 1 January – 31 December. (This equates to approximately 17 days of 4 hours for the duration of the contract period.)
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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