



Theatre Royal Bury St Edmunds

JOB PACK

Theatre Royal, Westgate Street, Bury St Edmunds, Suffolk, IP33 1QR

theatreroyal.org | 01284 769505



Welcome



We are a small but dedicated team of 25, supported by a wider team of casual staff, freelancers artists and volunteers. We are a proud producing theatre, creating four beautifully-staged in-house productions each year alongside an eclectic mix of visiting performances.

Over 75,000 audiences visit us each year. We put our community at the heart of everything we do, working with 9,000 participants each year through our thriving Creative Learning programme. In 2023, we became a National Portfolio Organisation of Arts Council England enabling even more people to be part of our story.

Our staff are our greatest asset and we provide regular training opportunities to build skills and knowledge to ensure we are ready for the future ahead of us.

I hope you will consider joining our team.

OWEN CALVERT-LYONS

Artistic Director & CEO

Registered Office: Theatre Royal, Westgate Street, Bury St Edmunds, Suffolk, IP33 1QR

01284 755127 admin@Theatreroyal.org www.theatreroyal.org

Bury St Edmunds Theatre Management Ltd Registered in England & Wales Registered No 842455 Registered Charity No 242977

Applying For This Role

Thank you for your interest in joining the team at Theatre Royal

Please find enclosed a job description for the post and some information about Theatre Royal which we hope will encourage you to apply to join us.

Further information about the theatre can be found on our website:

www.theatreroyal.org

If you would like to be considered for this post, please complete and return the application form and accompanying paperwork by

Midday, 13 May 2024

Interviews will take place at Theatre Royal

w/c 20 May 2024

Applications will be accepted by email to jobs@theatreroyal.org, in person delivered via the Box Office or by post. If posting or delivering your application, please mark your it as Confidential – Recruitment.

Post to:

Sharron Stowe, Theatre Royal, Westgate Street, Bury St Edmunds, Suffolk,
IP33 1QR

Good luck and thank you for your interest in working at Theatre Royal.

Role Description

To work as one of the Front of House team whose role is to ensure that audience members are assisted in a caring and welcoming manner when attending Theatre Royal events and that all necessary customer services are provided.

Areas of Responsibility

- To be licensee for the premises
- To welcome and provide an excellent level of customer service to the audience at Theatre Royal events.
- To manage all aspects of the bar operations which includes line cleaning, changing kegs
- To maintain cellar and bar stock and continue to build on our relationships with Greene King and other local providers, taking advantage of offers and promotions where appropriate to maintain profit margins.
- To attend regular Cellar Management Training and any other training required for the role.
- To utilise the bar app and carry out monthly stock takes for the bar.
- To work closely with the FOH department regarding pricing, forecasting and upcoming requirements, theme events, variety of stock.
- To locally source as much as possible.
- To manage the rota, insuring sufficient cover for all events.
- To work alongside the bar team on a regular basis.
- Recruit new members of the team.
- To train new bar staff and assist in monitoring ongoing performance.
- To be responsible for tills/floats and end of day reconciliations when on duty.
- To be aware of the procedures for the safe evacuation of the audience; actively leading the evacuation of the audience under the direction of the Duty Manager during an emergency.
- To ensure high levels of hygiene are maintained at all times in accordance with environmental standards.

To undertake any other reasonable duties as requested by Management

Department: Central Services

Responsible to: Head of Finance and Central Services

Working alongside: Front of House Team

Person Specification

Essential

- Experience in bar work is essential, including changing barrels/ trouble shooting equipment/ stocking up and maintaining a clean and tidy bar area to a very high standard.
- Reliable, flexible and organised.
- First class interpersonal and customer facing skills.
- People management skills
- Excellent personal presentation.
- Understanding and regard for Health and Safety.
- Understanding and regard of Alcohol Licensing.
- Attention to detail and excellent hygiene standards.
- Cash Handling experience
- Experience using Microsoft Word, Excel packages

Desirable

- Experience of online payment applications

Terms & Conditions

Contract	Part time
Salary	£24,406.78 per annum pro rata,(£18,774.45 for the contracted 30 hours) payable monthly in arrears.
Hours of Work	30 hours per week
Place of Work	Theatre Royal Bury St Edmunds
Annual Leave	You will be paid statutory holiday pay.
Allowances	Travel/mileage expenses whilst on Theatre Royal business. Staff members receive an allocation of complimentary tickets for some performances at Theatre Royal for personal use only.
Pensions	We offer a workplace pension in line with statutory requirements.
Other Information	There is a comprehensive staff handbook and induction plan with detailed information on policies, practices and working arrangements offered to all staff.

Additional Information

Do you need a permit to work in the United Kingdom?

Do you have any condition or disability which may affect your ability to do the job, and/or require us to make reasonable adjustments? If so please include details.

References

Please supply the name, address, phone number and email of two persons (other than relatives) from whom references can be obtained. If you have had previous employment one of your referees should be your current or most recent employer. Please state if it is a personal or employer referee.



BURY ST EDMUNDS - A GREAT PLACE TO LIVE



Bury St Edmunds – A Great Place to Live

Bury St Edmunds was named best place to live in the East of England by the Sunday Times in 2019. Surrounded by countryside with 1,000 years of history to explore, Bury St Edmunds is often described as ‘a jewel in the crown’ of Suffolk.

Superb Schools

There are over 25 schools in Bury St Edmunds and the surrounding area, with 15 of those rated Outstanding or Good. West Suffolk College provides a huge array of further education opportunities and is one of the leading providers of apprenticeships in the country. Their partnerships with the University of Suffolk and The University of East Anglia also enable them to provide higher education diplomas and degrees.

Food & Drink

You cannot talk about Bury St Edmunds without mentioning the incredible restaurant scene, which is jam-packed with eateries to suit all palettes and budgets. From Michelin-starred Pea Porridge and Thai-tapas at The Giggling Squid to wonderful breakfasts and brunches at Gastrono-Me and award-winning Mexican food at Amigos, Bury is full of unique independent eateries. The town is home to Greene King, the biggest brewer in the country, alongside micro-breweries The Old Cannon and The Brewshed.

Surrounding Countryside

Beyond Bury St Edmunds you'll find acres of idyllic Suffolk countryside. Just a short drive away (or a brisk walk if you're feeling energetic!) are the stunning historic villages of Lavenham and Long Melford, each of which is home to quirky boutiques, cosy pubs, antique shops and unique galleries. Wildlife is thriving in Suffolk, with nature reserves across the region run by Suffolk Wildlife Trust, The National Trust and the RSPB. The county is well-known for its wild-swimming spots and the coast is only an hour away, with great beaches in Felixstowe, Lowestoft, Southwold and Aldeburgh.

An Historic Market Town

Bury St Edmunds is home to over 200 retail outlets that line the picturesque historic streets. The town centre is home to the Arc shopping centre and several of your favourite big high street brands, as well as a selection of independent shops and boutiques selling everything from clothes to homeware and toys to souvenirs. The town has played host to a market for over 1,000 years and today you can visit on Wednesdays and Saturdays. Here you can purchase an all sorts of local produce, as well as plants, clothes and even Portuguese pottery. With over 80 stallholders on a Saturday, the market is not to be missed.

Culture

Arts and culture are thriving in Bury St Edmunds! Theatre Royal, the UK's only remaining Regency playhouse, is surrounded by the stunning Cathedral and Abbey Gardens at the heart of the town. The Apex concert hall is home to a diverse programme of live music; from classical concerts to pop, rock, jazz, blues, world, country and folk. The town has three cinemas including Abbeygate Cinema, an independent cinema that dates back to the 1920s and screens all the latest blockbusters, as well as independent and arthouse films. Every summer our county hosts the Latitude music festival and the First Light Festival, which marks the first sunrise of the British midsummer with a weekend of unique performances and events under the solstice sun.

THEATRE
ROYAL
BURY ST EDMUNDS

