

# OCTAGON

## KITCHEN & BAR ASSISTANT



Top: The Book Thief, An Adventure Bottom: Reynard the Fox by The Fabularium, One Man Two Guvnors

**Recruitment Pack**

**March 2025**



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## KITCHEN & BAR ASSISTANT

Thank you for your interest in the Octagon and the role of KITCHEN & BAR ASSISTANT.

The Octagon is a vibrant creative hub that produces, co-produces and presents a wide range of theatre and performing arts. We serve Bolton and the surrounding area with a diverse mix of drama, musicals, comedy, family entertainment and more. In the last 12 months, Octagon productions have toured and transferred across the UK and have been recognised at The Stage Debut Awards and the UK Theatre Awards. Simultaneously, we are expanding our reach into Bolton communities with new partnerships and increased ambition to engage even more people in the arts, and ensure the Octagon is relevant and vital for a happier, healthier community.

The purpose of this role is primarily customer focused, providing food & drink service in our Kitchen & Bar. This could be on our daytime café service, or during one of our shows as part of the theatre experience. As members of the Customer Experience Department, to warmly welcome, serve and assist all customers, audiences and building-users and to help deliver the Customer Experience department's Kitchen & Bar, and Room Hire Offer.

It's a great time to be joining the Octagon. The theatre reopened in 2021 after a major modernisation that has dramatically improved facilities for artists and audiences. We are working hard to grow and diversify our audience and organisation to ensure we are more equitable and inclusive with our community. Our work with and for young people and families is expanding, both in and around the theatre and in community settings. Our recent productions – such as *An Adventure* by Vinay Patel, *One Man Two Guvnors* by Richard Bean, and the world premiere of *The Book Thief* by Markus Zusak, adapted by Jodi Picoult and Timothy Allen McDonald with music & lyrics by Kate Anderson and Elyssa Samsel – show the breadth and scale of our ambition to be bold, adventurous and popular.

In this pack you will find the job description and person specification as well as guidance on the application process and a summary of terms and conditions. There is also some background information about the Octagon.

Applications are now open, until 29<sup>th</sup> March 2025. Applications will be reviewed on an ongoing basis and the interview questions will be sent to shortlisted candidates in advance.

We are striving to be an inclusive employer and we welcome candidates from all backgrounds. We are committed to equality and inclusion in all aspects of our work including recruitment, and our aim is that our staff, audiences, participants, artists and board members reflect the rich diversity of our community. We particularly welcome applications from individuals with backgrounds or social groups that are currently underrepresented in the creative industries – including those within South Asian communities (particularly Bangladeshi, Indian and Pakistani), African and Caribbean communities, and D/deaf and disabled people as well as individuals from excluded socio- economic backgrounds.

If you have a disability under the Equality Action 2010, meaning you have a physical or mental impairment that has a substantial and long-term effect, please indicate in your covering letter that you are applying as a disability confident candidate. We guarantee to interview all candidates with a disability who meet the minimum criteria for the role.

If you wish to speak informally about this position, please contact Alex Whinnerah, Food & Beverage Manager at [alex.whinnerah@octagonbolton.co.uk](mailto:alex.whinnerah@octagonbolton.co.uk)  
I hope you enjoy finding out more about the Octagon and this role, and wish you all the best if you decide to apply.

Yours sincerely,

Roddy Gauld  
Chief Executive

## **KITCHEN & BAR ASSISTANT**

### **Job Description**

Role:	Kitchen & Bar Assistant
Reports to:	Food & Beverage Manager
Responsible for:	N/A
Working closely with:	Chefs & Customer Experience Team

### **Purpose of the post**

Working in The Octagon Theatres Kitchen & Bar, to wait on tables, take and deliver food/drink orders and prepare a variety of different beverages, maintaining a clean and safe work environment and to provide and carry out high levels of customer service at all times.

### **Working context**

The Kitchen & Bar assistant position is part of the Customer Experience team and reports to Alex Whinnerah, the Food & Beverage Manager. The role is collaborative in nature and will work with all departments and many external partners to realise the Octagon's programme.

The role is based at the Octagon, and shifts may include daytimes as well as evening and weekends.

### **Main duties and responsibilities**

- To provide superb and pro-active customer service to all customers, audiences and building-users
- Assisting in meeting, greeting and seating customers
- Carrying out table service and the delivery of both hot and cold food and drinks.
- Drinks preparation, both hot, cold and alcoholic.
- Managing the clearing, cleaning and setting of tables.
- The cleaning of work spaces, counters and floors as necessary.
- Dish washing and polishing.
- Ensure that allergen information is detailed, clear and communicated to customers effectively.
- Adhere to Health and safety practices as well as Food hygiene and safe methods of working ensuring that all relevant checks are recorded.
- Be thoroughly familiar with all evacuation procedures, including the use of fire lifts and evacuation chairs and attend regular training sessions as required
- Deal with customers problems/queries/emergencies effectively, informing the Food & Beverage Manager and/or the Customer Experience Manager if required.
- Be pro-active in the sale of Kitchen & Bar products, food, drink and confectionary as required to help achieve sales targets.

- Ensure all cash, equipment and stock is kept safe whilst on the premises and keep accurate stock recordings
- Ensure that all public areas are well-presented whilst on duty.
- Be well informed about, activities, performances and events within the Octagon
- Wear the appropriate uniform, lanyard and name badge as requested
- Assist in setting up rooms/clearing rooms for events and hires as required
- Be an active ambassador for the Octagon at all times, providing the highest level of customer care, and promoting the theatre's work and fundraising.
- Alert the Food & Beverage Manager, at the earliest opportunity, of any potential problems in carrying out expected duties
- Maintain an effective and supporting working relationship with all other departments
- Be an effective representative of the Octagon in all situations, demonstrating the highest level of customer care and promoting the theatre's work and fundraising.
- Work in the best interests of the Octagon and in accordance with company policies such as equal opportunities, health and safety, safeguarding and IT.
- Participate in work placements, industry workshops and other opportunities to share professional practice with students and participants as part of our creative engagement work.

*The main duties and responsibilities are indicative and not exhaustive. Other duties may be necessary to fulfil the purpose of the post. This job description may be periodically reviewed and revised in consultation with the post-holder.*

## Person Specification

	<b>Essential</b> <i>We're ideally looking for someone who:</i>	<b>Desirable</b> <i>It would also be good if the candidate:</i>
Has experience of:	Experience in customer facing roles, working within a team. Experience in fast paced, high pressure work environment.	Bar & Restaurant service experience.
Has skills and attributes in:	Good communication skills Proactive, with the ability to work on your own initiative. Strong inter-personal skills	
Has knowledge and understanding of:	Maintaining a safe and clean work environment, for themselves & other staff	Knowledge of The Octagon Theatre, and the programs we offer as well as our regularly scheduled theatre shows.
Is committed to:	Providing the highest standards of Customer Service, ensuring best possible experience for guests.	

## Summary of terms and conditions

Salary:	£12.00 ph
Pension:	The company operates an auto-enrolment pension scheme through NOW:Pensions in line with current government legislation
Contract:	Permanent
Place of work:	Octagon Theatre in Bolton
Hours of work:	1-2 Shifts per week. This will include a considerable amount of evening and weekend work but may reduce in a week where we don't have events or performances
Holiday entitlement:	28 days per year, including Bank Holidays, rising by 1 day per year for every year of service to a maximum of 33 days.
Notice period:	1 month after completion of probationary period.

The Octagon offers a range of other employee benefits including:

- Complimentary and discounted tickets
- Staff café discount
- Loans for travel season tickets, bicycles and parking costs (as available)

There will be a 3 month probationary period and any offer of employment will be subject to:

- References that are satisfactory to the Octagon
- Evidence of the right to work in the UK as defined by the Home Office
- A valid Enhanced DBS check when working with young people

## Application process

Closing date: Midday on 29<sup>th</sup> March 2025.

Please apply with a CV and a Cover Letter (no more than two sides of A4) that sets out how you meet the person specification described above. Please send your completed application to [kitchenandbar@octagonbolton.co.uk](mailto:kitchenandbar@octagonbolton.co.uk) . We'd be grateful if you would also complete the return the Equal Opportunities Monitoring form that's on our website. If you'd like to apply by another format, including video, or if you are experiencing any barriers to accessing the information, then please contact our recruitment team via [kitchenandbar@octagonbolton.co.uk](mailto:kitchenandbar@octagonbolton.co.uk) or 01204 520661.

We will shortlist based on how each candidate meets the person specification shown in the job description, but we believe that even if a candidate doesn't have all the experience we ask for, they might still have the values, enthusiasm and qualities that we're looking for, so please don't be put off from applying because you don't feel you have all the experience. If you would like to have an informal conversation about the role in advance of application, this can be arranged via emailing [alex.whinnerah@octagonbolton.co.uk](mailto:alex.whinnerah@octagonbolton.co.uk).

We aim to shortlist all applications within 2 weeks of the advert closing date. If you do not hear from us within this time, please assume that your application has been unsuccessful.

## Our Commitment

We are committed to diversity and inclusion and welcome applications from individuals of all backgrounds. We particularly welcome applications from people with disabilities, Black and Global Majority backgrounds as they are currently underrepresented within the sector and within The Octagon.

To fully embed effective equality, diversity and inclusive practices, we are working towards removing all barriers that staff and applicants may experience from underrepresented groups. We are happy to discuss any requirements that candidates may have as a disabled person; someone with parental or caring responsibilities; or other reasons, and we will always try to make any adjustments possible.

We are proud that the Octagon is accredited by the Real Living Wage, Stage Sight, Parents and Carers in Performing Arts and are a Disability Confident organisation.

## Interviews

Applications will be reviewed on an ongoing basis. Shortlisted candidates will be contacted to arrange a suitable interview date. We will reimburse travel expenses for anyone travelling further than 25 miles to attend the interview.





## **Organisational Overview**

### **Purpose**

To be vital for a happier, healthier community.

### **Mission**

We will be bold, adventurous and popular, making theatre of the highest quality. We will be a brilliant creative home for the people of Bolton and beyond. We believe that everyone has their own story to tell and we will enrich communities and change peoples' lives through creative expression.

### **Values**

- **CREATIVITY** – We are imaginative, playful, artistic and resourceful. We are storytellers and we encourage everyone's potential to express themselves.
- **INCLUSIVITY** – We listen, learn and change so that we can become more inclusive. We want everyone to feel safe and at home with the Octagon. We are richer and stronger together.
- **CARE** - We care about people, their feelings and wellbeing. We care about our work and doing the best that we can. We care about our community and our environment.
- **CURIOSITY** – We are open minded, brave and willing to take risks. We enjoy learning and create a safe space for ideas and debate. We choose curiosity over judgement.
- **INTEGRITY** – We are authentic and honest. We treat people with respect and fairness. We are responsible and accountable. We deliver on what we promise.

### **Goals for 2023 to 2026**

- Improve our resilience through growing our income and reach and maximising our new venue.
- Value our people in a culture where they can thrive, contribute, learn, and are able to balance work and life effectively.
- Stage work that is Bold, Adventurous and Popular, supporting others to flourish, and contributing to a vibrant and diverse creative ecology.
- Widen who we work with to be vital to our community, building meaningful partnerships and advocating for the difference we can make.
- Octagon for everyone, placing inclusion, diversity and access at the heart of what we do, and ensuring that people feel the Octagon is for them.
- Environmental responsibility, taking action to reduce our impact and contribute to Net Zero by 2038.

## **Organisational History**

Situated in the heart of Bolton, the Octagon opened in 1967, as a bold idea by five students and their college lecturer, Robin Pemberton-Billing. They created the first flexible professional theatre in the UK and the Octagon's construction was paid for by a huge public fundraising appeal as well as generous support from Bolton Council and a grant from what is now Arts Council England.

Their concept was an intimate, flexible theatre that “was [intended] to be an integral part of the cultural life” of Bolton and the surrounding area. They had four objectives for the Octagon which still inform our thinking today: education; high quality and relevant productions; reach into the community; and inclusive access.

On opening, the Octagon proved to be an innovative organisation with a radical design, a wide ranging programming of music, dance and film alongside repertory theatre, pioneering schools and education work, and a bustling daytime offer. Whilst these seem typical of many theatres now, they were ground-breaking at the time.

Over the following five decades the Octagon has entertained an estimated 3.5 million people in Bolton, and many more when our shows have toured and transferred across the UK and beyond. The theatre has played a pivotal role in many careers – luminaries such as Danny Boyle, Vanessa Kirby, Fiona Shaw, Kwame Kwei-Armah, Es Devlin and Maxine Peake – and countless others who have trained and worked here.

The building itself has seen several improvements, particularly in the early 1980s, the 1990s and most recently a major modernisation between 2018 and 2021. This latter development made the building larger, more accessible and more environmentally sustainable.

## **Programming**

Over the next three years we expect to programme a diverse mix of new and classic dramas, musicals and family shows made in-house and through co-productions. Alongside these we will present a range of programming including national touring drama, music, comedy and family entertainment. We are growing our festival offer through a series of local partnerships with a particular focus on reaching families and under-represented communities.