

## Job Description

<b>Job Title:</b>	Events Assistant – Bar/Cafe	<b>Department:</b>	Front of House
<b>Responsible To:</b>	Trading Manager	<b>Salary:</b>	£12.60 p/hour
<b>Location:</b>	Pitlochry	<b>Position Type:</b>	35 Hours
<b>Working Hours:</b>	<p>Working hours include evenings and weekends</p> <p>The role will involve working in our bar areas across performance, non-performance days as well as private functions. There will be occasions when postholders will be lone working. Training will be given.</p>		
<b>Key Relationships</b>	<p>The post reports to Bar Supervisor. The post holder will work closely with all members of the Customer Experience team to ensure an effective and high quality, customer service experience for all our visitors to Pitlochry Festival Theatre.</p>		
<b>Context</b>	<p>Pitlochry Festival Theatre has been providing a unique cultural experience for over 70 years, appealing to national and international audiences and visitors.</p> <p>We are Scotland's leading producer of musical theatre, a champion of ensemble practice and the country's only rurally located, major arts organisation.</p> <p>Our home is a glorious eleven-acre campus that includes the Explorers Garden.</p> <p>More than a place to come and see a show, we offer great theatre and art for all in an inspiring, creative atmosphere.</p> <p>Pitlochry Festival Theatre's campus now comprises a 538 seat Main Auditorium, a 172 seat Studio theatre as well as our Amphitheatre and Bandstand located in the theatre grounds.</p>		
<b>Purpose and Key Accountabilities</b>	<p>The post holder will participate in the effective and efficient delivery of Pitlochry Festival Theatre's Customer Services Experience. The role is expected to make a positive contribution to the development of the Department and to the success of the company as a whole. Pitlochry Festival Theatre aspires to the highest quality in its customer service values and customer experience</p>		



**Pitlochry Festival Theatre | +44 (0)1796 484626**  
 Registered Office: Port-Na-Craig, Pitlochry **PH16 5DR**  
 Company Limited by Guarantee: Registered in Scotland **SC029243**  
 Regulated by the Scottish Charity Regulator (OSCR) **SC013055**

## Key Tasks:

<b>Customer Experience</b>	This role involves working predominately in our Bars. There may also be additional duties which fall out with these areas and there be occasions when you will be required cover positions in another area within the Events Assistant team remit.
	Provide high-quality customer experience in all areas of the Theatre as required.
	Be knowledgeable about the variety of drink and food offerings available.
	Be knowledgeable about the history of the Theatre and the local area.
	Work collaboratively with colleagues to maximise the customer experience.
	Assist all colleagues to ensure the smooth delivery of events.
<b>Bar/Café</b>	Serve food and drinks accurately and hygienically.
	Present daily specials to customers and answer questions about menu items especially regarding allergies.
	Set and clear tables ensuring area is clean and ready for use.
	Re-stock area as required according to Operating Procedures.
	Keep accurate records of internal accounts/spillages/food waste.
	Check customer ID to ensure they meet minimum age requirements for consumption of alcoholic beverages.
	Assist in the set up of and layout of areas for private functions.
	Sell retail items, ice creams and programmes before, during and after the performance.
	Record accurate temperature checks in accordance with food hygiene guidelines.
<b>Kitchen</b>	Re-stock café/bar with clean crockery/utensils.
	Provide assistance to the Kitchen Team.
<b>Waiting</b>	Set and clear tables as required.
	Take accurate food and drink orders and relay them to the Kitchen/Bar Team.
	Serve food/drinks quickly and professionally.
	Be aware of food intolerances and accurately communicate this with customers.
<b>Environmental</b>	To support the Executive Director, as Chief Executive of the organisation, and the nominated Green Champion in meeting organisational aims and ambitions for its environmental impacts.



<b>Health and Safety</b>	To support the Executive Director, as Chief Executive of the organisation, in their legislative duties under the Health and Safety at Work etc. Act 1974.
	Attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard.
	Direct audience members, visitors, colleagues and others to places of shelter, or other assistance as required. Be prepared to help evacuate building/other venues as necessary.
<b>Other</b>	To champion and promote organisational values and behaviours and act as an ambassador for the Theatre.
	To always act in the best interests of the Theatre and in line with all company policies.
	Any other duties or projects required by the Executive Director or Board of Trustees to ensure the general smooth and efficient operation of the buildings and organisation.
	Assist the Department with work experience placements, offering work shadow opportunities, training and mentoring as required.
	Actively promote staff welfare, development and training opportunities throughout the Theatre.

## Person Specification

### Our purpose and our values

We exist to improve lives by sharing Pitlochry with the world and the world with Pitlochry.

We do this:

- By creating theatre that excites, engages, and challenges.
- By inspiring imaginations, senses of adventure, and new levels of understanding that change worlds.
- By nurturing environments to encourage wellbeing, growth, connection, and a sense of belonging.
- By exploring new ways of seeing and collaborating.

In everything we do we are creative and respectful and in every situation we are collaborative and empowering.

### Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- Commitment to Excellence
- Teamwork
- Creativity
- Inspirational sense of belonging
- A nurturing environment



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The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

Requirements	Essential	Desirable	Assessment Method
<b>Qualifications and Knowledge</b>	Educated to SCQF level 6	First Aid qualification	Application/Interview
		Food Hygiene (Level 2)	Application/Interview
		Person Licence Training	Application/Interview
<b>Skills and Abilities</b>	Experience of working in a customer serving environment	Experience of working outside for long periods of time (up to 6 hours)	Application/Interview
	Ability to work with different technology/apps	Experience of using EPOS system	Application/Interview
	Ability to talk to a range of different people	Experience of dealing with a range of customers	Application/Interview
<b>Personal qualities</b>	An affinity for the purpose and work of the Theatre and a passion to play a key role in shaping and achieving the Theatre's success	An understanding of the Theatre's role within its wider communities	Application / Interview
	Someone who is excited by the challenge of expanding a fundraising function in a successful institution	Passion for the arts	Application / Interview
	Ability to work well in a team	Interest in accessibility	Application / Interview
	Ability to deal with conflict/complaints (training will be given)		Application / Interview
	Problem solving skills		Application / Interview
	Good numerical skills		Application / Interview
	Excellent verbal skills		Interview
	Friendly and professional		Interview/References
	Active listening skills		Interview