

# CAFE ASSISTANT

## APPLICATION PACK



Pictured: Students from the Centre for Advanced Training (CAT)

**CASUAL AND GUARANTEED HOUR CONTRACTS  
ARE AVAILABLE**

**RATE OF PAY: £10.90 per hour**

To ensure that customers have an enjoyable experience at Seven Bridges at Dance City.

# INTRODUCTION

Thank you for your interest in this opportunity!

Dance City is excited to relaunch its cafe and is seeking a Kitchen Manager/Chef, a Deputy Manager/Chef and Cafe Assistants to create a unique location; Seven Bridges cafe, in partnership with the West End Refugee Service (WERS).

Seven Bridges will be a place where food is a context for conversation, where community cohesion develops because food is a shared experience. You will work directly with WERS's service users to co-create menus and experiences that reflect the cultural heritage of those who seek sanctuary in our city.

We want to create a thriving, busy cafe at Dance City, valued by its customers as a place to have healthy, tasty food, and providing a safe, respectful, and exciting place for cultural exchange and connection. This kitchen concept is dynamic and unique, and an opportunity to develop something completely new.

We aim to launch this autumn, with a lunch service every day, and evening events approximately once a fortnight, then expand the offer to cover takeaway food, event catering and more.

Your personality and passion for engaging with our community are key! Regardless of your gender, ability, language, sexuality or background, we will work together to help make Dance City an organisation that reflects our city and its lived experiences. If the Seven Bridges concept excites you and you would like to be involved then we would love to hear from you!

This will be a rolling recruitment process so we advise a speedy application!



Anand Bhatt  
Artistic Director  
& CEO



Catherine Johns  
Executive Director

# ABOUT DANCE CITY

We believe in the power of dance to invigorate people and communities, and for dance to hold a special place in people's hearts. Our mission is to ensure the North East is the best place to dance and experience dance.

Dance City is the biggest dance house in the North of England, employing around 130 staff and freelancers. We are responsible for dance development in the whole of the North East region and a population of 2.5 million.

We are a **Catalyst, Convener and Creator** of excellent dance and movement experiences from the North East, for the North East and the world.

## **A Theatre Dedicated To Dance**

Dance City has an intimate 240 seat theatre dedicated to showcasing dance performances from the North East, the UK and across the globe.

## **Dance For Every Body**

Pre-COVID we were offering 113 classes a week and generating more than £260K in annual income. We are building back our public participation programme in a challenging landscape.

## **Dance Careers Start Here**

The Dance City Training Academy offers specialist dance training for gifted and talented young people from age 10 through our Centre for Advanced Dance Training (CAT), in partnership with the Department for Education, and our BA (Hons) Professional Dance in partnership with University of Sunderland.

## **Dance Careers Thrive Here**

Public subsidy and surplus commercial income allow us to be at the heart of the art - supporting dancers to live their creative careers. We offer professional artists in the north east free daily dance classes, commission opportunities, CPD, free studio space and much more.

## **Communities Dance With Us**

Dance City is not a building, Dance City has a building. Our engagement team gets generations moving from Berwick to Middlesbrough, Hexham to South Shields, in schools, community centres, parks, playgrounds and more.



# CAFE ASSISTANT

## JOB DESCRIPTION

**REPORTS TO:**  
Kitchen Manager

**OVERTIME:**  
Overtime is not paid. Time off in lieu is provided

**CONTRACT:**  
Casual/Permanent

**PROBATIONARY PERIOD:**  
6 months

**HOURLY RATE OF PAY:**  
£10.90 per hour

**NOTICE PERIOD:**  
1 month

**HOURS:**  
Casual hours and guaranteed weekly hours available

### DUTIES & RESPONSIBILITIES:

#### WORKING AREA:

- Ensure café area is clean, tidy, well-presented and well-stocked before opening, at regular intervals and then at closing.
- Check dishes and kitchenware for cleanliness and presentation.
- Help maintain a clean and tidy kitchen area.

### CUSTOMER RELATIONSHIPS:

- Greet customers
- Present menu and provide detailed information, e.g., portions, ingredients, potential food allergies.
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using order slips
- Check customer IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the kitchen staff
- Fulfil drinks orders and deliver to customers
- Serve food orders
- Check customers are happy
- Deliver bills and take payments

### CUSTOMER RELATIONSHIPS:

- Follow all relevant regulations, e.g., health and safety, food hygiene
- Liaise with other café staff to keep up to date with any changes
- Liaise with the wider Dance City team to keep up to date with activities in the building

### ESSENTIAL SKILLS, QUALIFICATIONS AND EXPERIENCE:

- Proven work experience as a waiter
- Knowledge of food hygiene and health and safety requirements
- Hands-on experience with cash register and ordering information system
- Attentiveness and patience with customers
- Strong organisational and multitasking skills, with the ability to perform well in a fast-paced environment
- Active listening and effective communication skills
- Ability to build rapport with customers.
- Flexibility to work in shifts across day and evening, and at weekends.
- An understanding and commitment to equality, diversity and inclusion and anti-discrimination

*Please note this role may require a basic or enhanced DBS check.*



# COMPETENCY REQUIREMENTS

COMPETENCIES	LEVEL	DESCRIPTION
<b>LISTENING AND LEADING</b>	<b>2</b>	Is required to communicate effectively with more difficult internal/external contacts, on a limited range of subjects relating to individual role, using tact and discretion when required. Is required to adapt personal style to develop and maintain relationships.
<b>INNOVATION AND EMBRACING CHANGES</b>	<b>2</b>	Is required to recommend and implement occasional changes to working practices, in response to the changing needs within own area of responsibility. Needs to work with others to contribute to the development and application of new approaches and systems, when directed.
<b>THINKING AHEAD AND PLANNING</b>	<b>3</b>	Is required to accurately identify the resources required to enable the successful short term planning and completion of day to day activity to ensure the achievement of agreed objectives. Needs to effectively manage those resources and build in contingencies to allow for a certain degree of flexibility and completion of ad-hoc tasks as and when required.
<b>LEADING THE WAY IN THE DANCE SECTOR</b>	<b>2</b>	Is required to have a good understanding of their own area of work as well as Dance City's mission, goals and values, policies and procedures and operate within them.
<b>INFORMED, INFORMATIVE AND INFORMING</b>	<b>1</b>	Is required to provide information to individuals to enable completion of a particular task. Needs to be a team player, passing on relevant information to other team members and ensuring all relevant knowledge and information is shared. Required always to act with integrity
<b>EMPLOYEE QUALITY, SHARING BEST PRACTICE AND PROMOTING SUCCESS</b>	<b>1</b>	Is required to train, mentor and/or coach other members of staff, acting as a good role model for Dance City. Is a team player.
<b>RIGOROUS, RESPONSIVENESS AND FLEXIBILITY</b>	<b>3</b>	Is required to identify and respond to complex risks where errors or events would pose a major risk to the reputation or client relationships within Dance City
<b>EXPERIENCE</b>	<b>2</b>	Is required to have some previous experience relevant to the job.
<b>SPECIALIST KNOWLEDGE</b>	<b>2</b>	Is required to have a basic level of specialist knowledge relevant to the job.
<b>QUALIFICATIONS</b>	<b>1</b>	The role does not require any formal qualifications.

## HOW TO APPLY

Please email an expression of interest along with your CV to [philippa.mcardle@dancecity.co.uk](mailto:philippa.mcardle@dancecity.co.uk). Please note that this is a rolling recruitment process and we therefore advise early application! Applicants must have the right to work in the UK.

For an informal chat about the role, please contact Catherine Johns, Executive Director, [catherine.johns@dancecity.co.uk](mailto:catherine.johns@dancecity.co.uk)



If you require this information in a different format, or would rather submit a video or audio file, please let Philippa McArdle, HR Manager, and we can enable this to happen.

Dance City actively encourages applications from those with less visibility in the arts.

We welcome applications from those with lived experience of seeking sanctuary, women, people with disabilities, those from Black, Asian, ethnically diverse backgrounds, those for whom English is not their first language, LGBTQ+, and international backgrounds.

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