

# KITCHEN/FOH COORDINATOR APPLICATION PACK



BA (Hons) Professional Dance  
*Josh Tomlin*

**PERMANENT, 0.8 FTE: 32 hours per week, with evening and weekend working.**

**Salary: £21,600 (Band £27,000-£31,000)**

# INTRODUCTION

Thank you for your interest in this opportunity.

This is an exciting time to join Dance City, as we celebrate our 40<sup>th</sup> anniversary and look to the future.

We're looking for someone who can help us to fulfil the vision, mission and charitable objects of Dance City by:

- ensuring robust financial data and systems
- supporting the wider Dance City team.

Our mission is to ensure the North East is the best place to dance and experience dance. You'll work in an organisation where you can see the difference you make every day.

If this sounds like you, we look forward to hearing from you.



Anand Bhatt  
Artistic Director  
& CEO

# 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**

We offer over 70 public classes a week in all forms of dance, from ballet to street to Bollywood.

## **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.



# KITCHEN/FOH COORDINATOR

## JOB DESCRIPTION

**CONTRACT:**

Permanent

**SALARY:**

£21,600 (Band £27,000-£31,000)

**PROBATIONARY PERIOD:**

Six months

**LOCATION:**

Dance City, Temple Street, Newcastle upon Tyne, NE1 4BR

**NOTICE PERIOD:**

1 week during probationary period, 3 calendar months on satisfactory completion of probationary period

**HOURS:**

0.8 FTE: 32 hours per week, with evening and weekend working.

**OVERTIME:**

Overtime is not paid. Time off in lieu (TOIL) may be taken for any extra hours worked, as authorised by your line manager

**ORGANISATIONAL RELATIONSHIPS:**

Post holder reports to the Kitchen Manager/Chef.

**ORGANISATION DIRECTIVES**

- DBS required: No
- Budget Holder: No
- Line Manager: No
- Duty Manager: Yes
- Fire Warden: Yes
- Safeguarding Officer: No
- First Aider: Yes
- On Call Rota: No
- Senior Leadership Team: No

## **Primary Duties:**

- Supporting the Kitchen and FOH cafe operation ensuring a high level of customer service
- Follow as required all compliance-led Food Handling & Hygiene standards and Health & Safety regulations.
- As instructed, maintaining documentation, such as fridge temp checks, etc., are filled in daily
- Prepare hot and cold food as required
- Prepare and serve drinks as required
- Supporting volunteers to contribute to the Seven Bridges

## **General administration**

- Supporting with correspondence, photocopying, scanning and posting
- General filing and maintenance of SharePoint
- Managing diaries, supporting with travel, and supporting smooth running of internal meetings.
- Preparing agenda, presentation or papers and distribute according to required timescale
- Supporting with recording of meetings/events; checking for permissions including for any photography (in advance)
- Meeting external visitors, including undertaking tours of building
- Creating and scheduling programme of work/ timetable updates, team rota updates, etc, via ScheduleIt and Outlook,
- Resolving day-to-day timetables/rota issues, e.g., class teacher sickness/absence cover, class cancellations, updating the relevant Manager.
- Coordinate specific events, e.g., taster days/auditions/work experience days
- Updating administrative processes as required, being alert to any issues and suggesting improvements

## **Communication and customer service:**

- Managing customer enquiries at the Ticket Office, face to face and via phone and email.
- Managing supplier enquiries and contracts
- Communication directly with customers/students/artists and other on specific matters
- Supporting any customer/student/artist or other interaction that requires extra attention
- Contacting customers/students/artists or other with general information or updates internally and externally
- Making updates directly to the website and/or social network feeds
- Acting as Front of House manager for performance nights
- Acting as Front of House for The Seven Bridges

### **Building and facilities management**

- Supporting very high standards of presentation and cleanliness throughout the building
- Undertaking specific building duties
- Ensuring facilities tracker is used for recording building issues

### **Health and safety**

- Supporting good Health and Safety practice at Dance City
- Support carrying out risk assessments following training
- Ensuring contractors are competent
- Maintaining equipment
- Managing maintenance schedules and stock rotation

### **Financial**

- Taking payment for sales (tickets, classes, café, etc.)
- Cashing up at Ticket Office and The Seven Bridges
- Collating invoices ready for sign off by a Manager
- Keeping accurate expenditure and reconciliation records
- Updating and monitoring a budget
- Undertaking contracting and procurement
- Requesting and administering petty cash, collection receipts
- Using pre-paid cards to make purchases as authorised by the Manager

### **HR**

- Committing to the appraisal process and to their own personal and professional development
- Supporting training activities
- Supporting with staff inductions i.e., orientation, initial training on Dance City software and databases
- Coordinating and supervising volunteers, ensuring they are registered and complete induction and any training needs
- Awareness and commitment to Equality, Diversity and Inclusion and Anti-discrimination

### **Data and IT**

- Keeping customer/student/artist and other contact data up to date and in accordance with GDPR
- Creating and generating data reports from Spektrix and ScheduleIt
- Creating data collection surveys
- Supporting data review/analysis
- Supporting accurate organising of data into charts or other required format for presentations
- Maintaining accuracy and compliance of Spektrix

- Raising any data compliance issues or concerns immediately and in line with Dance City policy
- Adhering to strict confidentiality and not divulging to anyone personal and/or confidential information to which they may have access during the course of their work

### **Governance**

- Supporting preparation of reports for Board and Committees meetings
- Ensuring quality assurance requirements are upheld

### **Strategic Contribution and Management**

- Supporting the function in the absence of the manager
- Participating in the development of strategy and programmes

### **General Duties and Responsibilities:**

#### **Communications**

Employees will actively participate in team meetings, formal and informal, use communications channels respectfully, be responsive to requests from other members of the team, and liaise with managers, trustees and stakeholders as appropriate.

#### **Sustainability and Ethical Practice**

Dance City is committed to becoming carbon neutral and to ensuring the highest standards of ethical practice. Employees are required to demonstrate support for these principles.

#### **Financial Management**

Employees have a responsibility to be familiar with Dance City's Financial Policies and to adhere to them.

#### **Health and Safety**

Employees have a responsibility to be familiar with Dance City's Health and Safety Handbook and to adhere to all procedures contained within it.

#### **Quality Assurance**

Employees have a duty to contribute to continuous improvement in all aspects of the organisation.

**Person specification:**

- Catering experience
- Front of House experience
- Commercial awareness
- Knowledge of food hygiene and health and safety requirements
- Understanding of different cultural diets
- Experience of working with volunteers from diverse backgrounds
- Commitment to food hygiene standards
- Experience of understanding financial systems and budgets
- Experience of managing suppliers
- Knowledge of data protection principles
- Knowledge of safeguarding
- Knowledge of Equality, Diversity & Inclusion
- Health and Safety awareness – First Aid and Fire Warden trained (or willingness to become so)
- Excellent computer literacy with software systems including Microsoft Office, Outlook.
- Willingness to learn house IT software packages
- Practical and organisational skills
- An enthusiastic, team player with a positive attitude
- The ability to multi-task within agreed timelines in a constantly dynamic environment.
- Attention to detail
- A high degree of self-motivation and discipline
- Commitment to Continual Professional Development
- Ability to work in a changing and flexible organisation
- Ability to assess situations, act on own initiative and justify decision-making
- Ability to build rapport with people from all backgrounds, of all abilities, and of all ages

***This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out such other duties as may be necessary from time to time.***

## HOW TO APPLY

Please send a CV and cover letter to Anand Bhatt,  
CEO and Artistic Director:  
anand.bhatt@dancecity.co.uk, by **12 noon on  
Thursday 19 June 2025**. In your cover letter please  
demonstrate how you meet the person specification.

Interviews will be held at Dance City on 26 June.



Please note that any offers of employment are subject  
to two satisfactory references, of which one must be  
from a current or most recent employer. Evidence of  
right to work in the UK is also required.

If you require this information in a different format, or  
would rather submit a video or audio file, please let  
Anand Bhatt, CEO and Artistic Director, know and we  
can enable this to happen.

Dance City actively encourages applications from  
those with less visibility in the arts. We specifically  
welcome applications from women, disabled people  
and those from Black, Asian, ethnically diverse,  
LGBTQ+ and international backgrounds with the right  
to work in the UK.

Dance City,  
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