

INFORMATION FOR APPLICANTS: BAR AND KITCHEN ASSISTANT

August 2026

Dear Applicant

Please find attached an application pack for the position of Bar and Kitchen Assistant at Sherman Theatre. Many thanks for your interest in this role. We are looking to hire both Welsh and English speaking Bar and Kitchen Assistants.

Sherman Theatre is one of the UK's leading producing theatre and one of Wales' most important cultural institutions.

At Sherman Theatre, we imagine a world made more equitable, more compassionate, more unified by the power of theatre. We are driven to achieve this vision every day. We do this by creating and curating shared live theatre experiences that inspire people from all backgrounds across South Wales to make a better world, in their own way. We believe that access to creativity and self-expression is a right and we constantly strive to ensure everyone has the opportunity to be enriched by the art of theatre.

Our focus on the development and production of new writing and on nurturing Welsh and Wales-based artists makes us the engine room of Welsh theatre. We tell Welsh stories with global resonance through our Made at Sherman productions, created under our roof right here in the heart of Cardiff. We're a place for everyone, generating opportunities for the citizens of South Wales to connect with theatre through inspiring and visionary engagement.

Over recent years we have gone from strength to strength with national awards recognition, critical acclaim for our work and increasing audiences. We used the time afforded us during the pandemic to improve our building, our systems and our infrastructure and we are now looking for new members to join the team across a number of roles.

In the past year our productions which have been met by audience and critical acclaim have seen attendances at Sherman Theatre exceed pre-pandemic levels. Engaging with our audiences and our communities remains at the heart of everything we do and this role is crucial to ensuring that the organisation runs as smoothly as possible to enable that.

We want Sherman Theatre to be accessible to all and so it's hugely important to us that our team at the theatre reflects the communities we serve across the city and beyond. We therefore particularly welcome applicants from diverse ethnic communities and D/deaf and disabled communities who are currently underrepresented within our team.

To apply for the post, please download the application form, availability sheet and equity, diversity and inclusion form from our website: www.shermantheatre.co.uk/about-us/jobs/ and send them to us at recruitment@shermantheatre.co.uk. Please note that, in line with our environmental policy, we are only handling applications electronically. We'll confirm receipt of your application by email.

If you need more information or support before you apply, or to discuss any reasonable adjustments or access considerations to allow you to participate fully in the interview process, please contact us at recruitment@shermantheatre.co.uk

Thank you for your time in respect of this application – and we really do look forward to hearing from you, and exploring how your skills, experiences and passion will make a real difference to our work.

Good luck with your application

Yours faithfully

Julia Barry
Chief Executive
Sherman Theatre

JOB DESCRIPTION: BAR AND KITCHEN ASSISTANT

Main purpose of role:

- To work as part of a team providing the highest quality of customer service, in a manner which is always approachable, friendly and inviting.
- To ensure the safety and welfare of the building and to maintain the highest standards of customer care, appearance and working practices of the Bar and Kitchen team.
- Championing exceptional levels of customer service, working with the Bar and Kitchen Manager and Front of House team to deliver customer service standards across all aspects of the company's interaction with the public.
- To prepare and deliver food and beverages of a high quality in a manner observant of all health and safety regulations and Sherman's own policies and procedures.
- To prepare beverages of a high quality in accordance with health and safety regulations and Sherman's own high standards.
- To undertake training and be able to take on responsibilities in a way that exemplifies the company's values.

Reports to:

Bar and Kitchen Manager, Bar and Kitchen Supervisor, Duty Managers

Key Relationships:

Front of House Team, Marketing and Communications Team

Agreement details:

Rate of pay	£12.71 per hour.
Term	The post is offered as a zero-hour agreement.
Hours	Varying dependant on operating hours. Flexibility to work evenings and weekends, including Friday and Saturday night in particular, when these shifts are available.
Period of Notice	1 week.
Pension	Sherman Theatre operates a qualifying workplace pension scheme.
Right to Work	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.
References	Offers of employment are subject to the receipt of references that are satisfactory to Sherman Theatre.
Relocation	The post-holder will be expected to live within commutable distance of Sherman Theatre.
Start date	The post is available immediately.

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DUTIES AND RESPONSIBILITIES

1. Customer Service:

- Deliver first class customer service at all times in accordance with Sherman Theatre's delivery standards.
- Display a good knowledge of events, prices, packages, promotional offers, activities in the building and programme changes in order to provide a comprehensive and efficient service.
- Listen carefully to customers, gather feedback and follow company protocols and procedures, referring up where necessary.
- Ensure all leaflets and retail display are constantly fully stocked and displayed attractively.
- Follow requests of the person supervising your work.
- Work as part of the team, sharing knowledge with others.
- Attend training events to ensure you are able to undertake your responsibilities in a way that exemplifies the company's values.
- Attend and contribute to team meetings as required.

2. Flexibility:

- Shifts will be allocated towards Bar or Kitchen in advance, however be prepared to work in any given area at any time.

3. Bar/Catering:

- **Food Safety**
To be aware of basic food safety procedures.
- **Food preparation**
To prepare items from the menu in line with prescribed methods and presentation.
- **Drink Sales**
To follow alcohol licensing laws and have a knowledge of Sherman Theatre's alcohol policies. The sale of bar drinks pre/post-show including interval orders.
- **Service**
Taking customer orders for food and drink and the serving of drinks and plated meals to tables.
- **Stock replenishment**
Ensuring all goods are available for sale and displayed appropriately. To take a proactive approach to short stock levels.
- **Transactions**
To take payment via cash or card ensuring accurate reconciliation.
- **Rubbish Collection**
Keeping the Bar and Foyer areas clean and tidy before, during, and after the performance.
- **Customer Care**
Giving directions and knowledge about the events and the building.
- **Evacuation procedures**
Providing safe egress of the public in the event of an emergency.

- **Café Bar Ancillaries**

Ensure that the foyer is kept tidy by collecting glasses, crockery, cutlery and any other Café Bar ancillaries and ensuring that they are cleaned in the appropriate dishwasher and returned to clean stock – especially during busy periods.

4. Emergency and Evacuation

- Understand, and be prepared to conduct the procedures for the role of a fire officer.
- Act calm in all situations.
- Report all hazards to appropriate line-manager
- Undertake training in the role of a fire officer.
- Be a key person in the evacuation process and acting as Fire Coordinator in an emergency or evacuation.

5. Cash Handling and Procedures

- Take care in all transactions to minimise discrepancies and have a knowledge of correct product prices to comply with Sherman Theatre audit procedures.
- Follow PCI and GDPR regulations to ensure compliance with associated laws.
- Act calm in all situations.
- Undertake training in the role of a fire officer.
- Be a key person in the evacuation process and acting as Fire Coordinator in an emergency or evacuation.
- Adhere to administration systems.
- Accept appropriate individual responsibility for the observance, promotion and implementation of Sherman Theatre's policies on Equal Opportunities, Health and Safety, Customer Care, and Licencing.

PERSON SPECIFICATION: BAR AND KITCHEN ASSISTANT

Successful candidates must be available daytimes, weekends and some holiday periods. Applicants must be available to work at least one Friday and two Saturdays per month, although these shifts are not guaranteed. Sherman Theatre is generally closed on a Sunday, however on certain occasions the Café Bar will be open when there are performances or events.

This post would ideally suit candidates who are outgoing, confident and positive and also have the following key skills and abilities:

ESSENTIAL

- *Experience of food preparation for the general public.*
- *Knowledge of relevant procedures and legislation.*
- *Knowledge of Food Safety regulations.*
- *Knowledge of allergen control.*
- *Good experience of bar work.*
- *Experience of working in a pressured service environment.*
- *Excellent interpersonal/customer care skills: must be open, friendly, and helpful.*
- *The ability to deliver a high level of customer care.*
- *The ability to work as part of a team.*
- *The ability to work unsupervised.*
- *The ability to follow instructions.*
- *The ability to respond positively to changes in the working environment and to deal with pressures within the role when they arise.*
- *To remain calm and professional under stressful situations.*
- *Conscientious: Bar and Kitchen Assistants have an important safety role.*
- *Good personal presentation: Bar and Kitchen Assistants represent the public face of Sherman Theatre.*
- *Flexible about working hours.*
- *18+ years of age.*

DESIRABLE

- *Trained Barista*
- *Experience of working in a fast-paced kitchen environment.*
- *An interest in theatre.*
- *Ability to communicate in Welsh.*
- *Previous experience of working in a theatre-based environment.*
- *Willingness to undergo training as needed.*
- *Food Safety Level 2 (or above) qualification.*
- *Personal Licence holder.*