



Kiln Theatre

## CAFÉ SUPERVISOR

Application Pack

***“Welcoming, relevant and the feel of a theatre proudly serving the local community and beyond with first class productions.”***

Audience Member

**Kiln Theatre** sits in the heart of Kilburn in Brent, a unique and culturally diverse area of London where over 140 languages are spoken. We are a newly refurbished, welcoming and proudly local venue, with an internationally acclaimed programme of world and UK premieres. Our work presents the world through a variety of lenses, amplifying unheard / ignored voices into the mainstream, exploring and examining the threads of human connection that cross race, culture and identity.

We believe that theatre is for all and want everyone to feel welcome and entitled to call the Kiln their own. Today, with recently appointed Artistic Director/CEO **Amit Sharma**, Kiln Theatre continues its reputation of world-class British and international work, reflecting the exceptional diversity of its local communities.

***‘This place was a special cocoon. Now she has blossomed into a beautiful butterfly.’***

Sharon D Clarke, actor

Kiln Theatre has a 292 seat theatre alongside a 300 seat cinema, a beautiful bar and café, plus three rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

**We want everyone to experience the power of theatre.**



*Mlima's Tale* designed by Amelia Jane Hankin, *Two Strangers (carry a cake across New York)* designed by Soutra Gilmour, *Retrograde* designed by Frankie Bradshaw and *The Wife of Willesden* designed by Robert Jones.

Our 2023/24 Season began with the world premiere of **Ryan Calais Cameron's *Retrograde***, a new play exploring a moment in the life of Hollywood icon Sidney Poitier which opened to critical acclaim. We then welcomed **Jennifer Lunn's** 'powerful love story' (The Stage) ***Es & Flo*** followed by **Ellen Brammar's** 'audacious...hilarious...outstanding' (The Stage) ***Modest***.

We are thrilled to have presented the UK premiere of **Lynn Nottage's *Mlima's Tale*** and the record breaking, 'flawless' (The Observer) new British musical by **Jim Barne & Kit Buchan, *Two Strangers (Carry A Cake Across New York)***. The season concluded with 'sublime comedy' (Broadway World), ***The Frogs*** by **Spymonkey**.

We are excited to be opening our 2024/25 season with *The Ballad of Hattie and James* by Samuel Adamson who is returning to Kiln Theatre after the ‘inspiring’ (The Telegraph) *Wife* (2019).

***“I wanted to say thank you, for creating the most diverse theatre I have yet to go to. In terms of race, culture, class, age-everything, not only in the selection of shows and the actors, but in the audience.”***

Audience Member

## **OUR VISION**

To uncover our shared humanity, illuminating our connection through stories, and deepening our capacity to empathise with the other

## **OUR MISSION**

To make theatre for all by making space for unheard/ignored voices  
Kiln Theatre encourages artists of all ages and backgrounds. Our ambitious Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

## **KILN THEATRE**

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

## **KILN CINEMA**

Our 300 seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. Recent partners have included: NT Live; Globe on Screen; BFI London Film Festival; Images of Black Women Film Festival; DocHouse; Kilburn Film Festival.

## **OUR VALUES**

Kiln Theatre is **Inclusive**  
Kiln Theatre is **Authentic**  
Kiln Theatre is **Heartfelt**  
Kiln Theatre is **Fearless**

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

## **FUNDING**

Our annual turnover is approximately £3.5 million. Kiln Theatre receives funding from the Arts Council England as a National Portfolio Organisation. Other income comes from box office ticket sales and other revenue streams, with a final sum generated through fundraising.

## THE ROLE

<b>Title:</b>	Café Supervisor
<b>Location:</b>	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
<b>Reports to:</b>	Catering Manager
<b>Responsible for:</b>	Supervise Bar & Café team
<b>Contract:</b>	Full time, fixed term 12 months

### Purpose

Our Café plays a key role in our building and the welcome we want to provide to everyone who crosses the threshold. With the creation of this new role, our purpose is to enhance our offer by providing consistent quality and an inviting atmosphere for our audiences and local guests.

The Café Supervisor will support the Catering Manager in developing and implementing a business plan for the Café that will maximise the service, presentation and profitability of the Kiln's catering operation, whilst also supporting Kiln's mission to be a theatre for all.

### Key Responsibilities and Duties

#### Staff and On Floor Management

- Be a visible and welcoming presence whilst on shift, setting an exemplary example of customer service for the rest of the team.
- Supervise other casual catering staff, including assigning breaks and ensuring excellent and smooth service at the café.
- Always ensure the consistency of providing a high-quality service, from how the products are presented to delivering an inclusive welcome for all guests.
- Attend coffee training and ensure that consistently high-quality coffee is served in our café.
- Take responsibility for opening and closing the café as required by the weekly rota.
- Actively upsell offers and seasonal items to customers ensuring we always maximise potential income.

#### Finance and Stock

- Lead in ordering all café stock ensuring effective stock supply and rotation of products that works within Kiln financial controls framework.
- Control and minimise wastage accordingly, record any daily wastage in our till system.
- Work with the Catering Manager to review product lists, source, price and promote new products.
- Work with the Catering Manager to ensure that items are accurately priced to maximise profitability.
- Ensure weekly payroll information is provided to the Catering Manager promptly and accurately.
- Carry out monthly stock take for the café as instructed by the Catering Manager.
- Develop a good understanding of the till systems and the department's financial procedures, including running end of shift cash ups and reconciliation.
- Work closely with the Catering Manager to ensure we are achieving our target income and minimising our costs.

### **Hires and Events**

- Work with the Catering Manager and Front of House & Events Manager on the development and delivery of special catering requests and private events.
- Lead on the delivery of events and hires as required by Catering Manager.

### **Health and Safety, Compliance and Maintenance**

- Ensure that an excellent standard of cleanliness is maintained throughout the catering and FOH areas.
- Ensure that the café operation complies with all relevant areas of health and safety regulation, licensing, and insurance requirements.
- Make sure that the sale of alcohol is always in full compliance with the requirements of the Licensing Act (2003) and the conditions of the Kiln Premises License without exception.
- Always ensure that allergen and full ingredient information is correct and up to date for all our products.
- Assist the Catering Manager in carrying out monthly beer line cleaning.
- Promptly report any faulty equipment, maintenance needs, or health and safety issues to Catering Manager.

### **Green and Sustainability**

- Ensure the Café operation shares Kiln's aim to reduce its carbon footprint and its impact on the environment.
- Work with the Catering Manager in sourcing products and services that are environmentally ethical wherever possible.
- Ensure that we recycle as much waste as possible correctly and commit to being single use plastic free.

### **Other**

- Deputise for Catering Manager as required by the Head of Operations & Front of House.
- Deal with any customer feedback and provide adequate solutions to customer complaints.
- Familiarise yourself with the bar operations, in order to have a broader understanding of the catering operations and support their operation when required.
- Work collaboratively with colleagues to support the needs of other Kiln departments.

### **General**

- Promote, maintain and work to deliver the mission and values of Kiln Theatre
- Be an active and supportive member of Kiln Theatre's staff team.
- Comply with all statutory requirements, particularly in respect of GDPR, the Equalities Act 2010, Health & Safety regulations and Kiln Theatre's Safeguarding and Environmental Policies
- Where possible, attend Kiln events such as the first day of rehearsals, performances, creative engagement activities, internal and external meetings as appropriate.
- Communicate clearly and constructively with other departments and contribute to the effective scheduling of Kiln Theatre's activities.
- Carry out such other duties as may reasonably be required by Catering Manager.

## Person Specification

### Essential

- Experience in any hospitality setting is essential, ideally as a supervisor, or shift leader.
- Experience in coffee making (additional training will be provided).
- Experience working in a busy setting handling drinks, food and taking payments.
- Excellent customer service and communication skills

### Desirable

- Experience working in a theatre is desirable but not essential.

*This job description is a guide to the nature of the work required of the **Café Supervisor** and does not form part of the contract of employment.*

## TERMS AND CONDITIONS

<b>Contract:</b>	Full time – 37.5 hours per week. 5 days a week, Monday to Saturday. A typical shift will be 08.00am – 16.00pm with a 30-minute unpaid lunch break. Occasionally you would be required to work outside of these hours. The Kiln Café and Bar operates between 08.00am – 11.30pm Monday to Saturday. Fixed term 12 months
<b>Salary:</b>	£25,650 per annum paid PAYE via payroll
<b>Holiday entitlement:</b>	22 days per year plus standard bank holidays, increasing to 27 days per year after 2 years' continuous employment
<b>Probationary period:</b>	3 months, followed by review.
<b>Pension:</b>	Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 4% of basic salary although employees may contribute more
<b>Other benefits:</b>	Employee Assistance Programme. Cycle to work and Season ticket loan schemes. Complimentary tickets for preview performances, subject to availability, £2.50 tickets to Kiln Cinema and 20% staff discount in Kiln Bar/Café

## EQUAL OPPORTUNITIES

Kiln Theatre is an Equal Opportunities employer and we strive to create an inclusive environment that reflects and celebrates our local communities. We welcome applications from people of all backgrounds and experiences. We particularly encourage applications from Deaf, hard of hearing, disabled, LGBTQIA+, Black, Asian, and other global majority background candidates. We are members of the Disability Confident Scheme and guarantee

to interview all disabled candidates who would like to be considered under this scheme and who meet all the criteria outlined in the person specification. We will support and provide access requirements if you identify as disabled. This includes during the application process, at interview stage and beyond. Please contact us via email at [recruitment@kilntheatre.com](mailto:recruitment@kilntheatre.com).

## **ENVIRONMENTAL SUSTAINABILITY**

We aim to be an environmentally responsible organization and ask that our team works to support this goal. In doing so we are seeking to promote efficient and sustainable practices which reduce our carbon footprint. This is outlined in our Environmental Sustainability Policy and tracked in our annual action plan.

## **HOW TO APPLY**

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>

Once the **Application Form** and **Equal Opportunities Monitoring Form** are completed please return, by the closing date, to:

**Email:** [Recruitment@KilnTheatre.com](mailto:Recruitment@KilnTheatre.com) using the heading 'Café Supervisor'  
**By Post:** Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR  
**Closing Date:** 10<sup>th</sup> May 2024, 12:00pm  
**Interviews:** 17<sup>th</sup> May 2024 (first round), 23<sup>rd</sup> May 2024 (second round)

## **WHAT HAPPENS NEXT?**

We will invite some applicants for an interview. Please be aware that unfortunately we are unable to provide application feedback at this stage of the process.

Standard class travel expenses will be reimbursed for candidates travelling to an interview from outside London, up to a maximum of £50. These should be agreed in advance. Please bring receipts for travel expenditure.