



Cafe Team Member

RECRUITMENT PACK

Perth Theatre and Concert Hall
Mill Street
Perth PH1 5HZ



Who We Are

Central to local cultural life for over 120 years, Perth Theatre and Concert Hall create life affirming, shared experiences in the performing arts that ignite the imagination and make living more meaningful. Our world-class venues, award-winning programming and inclusive learning and engagement projects play an essential role in stimulating positive wellbeing within the communities we serve, benefitting the local economy and raising the profile of the area.

Perth Theatre and Concert Hall is the trading name of Horsecross Arts Ltd, the charitable organisation established in 2005 to run both venues. Horsecross Arts Ltd is registered in Scotland, no. SC301328 and a charity no. SC022400.

"It's one of the things that attracted me to Perth... the cultural life... it seems it's fantastic. There's a great variety in the theatre and the concert hall... we're so lucky!" Audience Member



Our Vision & Mission

"To ensure the performing arts are essential to our communities."

From our base in Perth City and across Scotland at large, our mission is to use the performing arts to inspire, explore, connect, and educate, as sustainably as possible:

Inspire - as a source of entertainment, enlightenment, joy, and wellbeing;
Explore - forging into the new, inventing fresh approaches and developing different ways of working;
Connect - with our communities, meeting their needs, striving to include everyone;
Educate - by supporting learning and training across our whole range of activities for staff, participants, the sector, and future generations.

IDEA – Inclusion, Diversity, Equality & Accessibility

Perth Theatre and Concert Hall is working to ensure our organisation is fully representative of the communities we engage with locally and nationally. We believe in the transformative power of the performing arts and understand that embracing diversity of backgrounds, experiences, skills, cultures, and outlooks is critical to fulfilling our Vision.

We start from a position of inclusion being fundamental to all our activities. We are committed to providing life-enhancing experiences for everyone, whatever their age, background, ethnicity, gender, geographical location, physical or mental ability, religion, sexual orientation, social conditions, work or employment status. Necessarily, our approach steps beyond the letter of the law to achieve this.

Our commitment to IDEA is central to all our policies and processes, including recruitment.

Perth Theatre and Concert Hall is an equal opportunities employer. We welcome application from you even if you don't meet every single desired qualification or skill but can demonstrate how your experience and attitude can add value to the role.

The Role

Job Title: Cafe Team Member
Status: 25 hours PT
Reports to: Visitor Experience Manager
Salary: £12.60 per hour

This job description details the principal purpose and main elements of the job at this time. It is a guide to the nature of the main duties as they currently exist but it is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

Duties and Responsibilities

- Taking and serving food and drink orders
- Preparing food and drink orders
- To exceed customer expectation throughout the entire customer journey with exceptional customer care and assistance.
- Upselling our products from catering
- Communicating effectively with customers and colleagues
- Maintaining cleanliness and tidiness of all areas
- Have a clear understanding of product knowledge and of future events/shows
- Cash handling/security
- To have a flexible approach and willingness to learn new skills
- Health and Safety obligations
- To work well and consistently within the Visitor Experience team.
- To ensure you are ready and focussed for each shift you are scheduled for and on time
- Bring enthusiasm and energy to the business
- When the café is closed you will be used as part of the Visitor Experience Team

Responsibilities of all staff

- To be aware of the work of other departments in the delivery of the company's charitable objectives.
- Take an active part in communicating and cooperating with the entire Perth Theatre and Concert Hall team
- Follow all Perth Theatre and Concert Hall guidelines, policies and procedures
- Work in accordance with the Equality & Diversity Policy of Perth Theatre and Concert Hall
- Be aware of and comply with rules and legislation pertaining to Health and Safety at work
- Have a proactive approach in your day to day approach to your role and your team

What We're Looking For

Essential Skills & Experience :

- Aged 18 or over
- Experience of working in customer service ideally in a café/hospitality role for a minimum of one year
- Ability to work under pressure
- Excellent organisational and communication skills
- Excellent customer care skills
- Develop great working relationships with your fellow team members
- Standards in work and appearance.
- Multi-tasking skills, ability to adapt from one to the other

Desirable:

- Cash handling skills
- Knowledge of Scottish Licensing Laws
- Catering environment experience
- Barista trained
- Knowledge of Scottish Arts Scene

Terms & Conditions

Salary: £16,380.00 per annum (£12.60 per hour) paid monthly by bank credit transfer on the last working day of the month. No paid overtime or infringements are payable;

Annualised hours of 25 hours per week (1300 per annum). This position requires a flexible schedule, working five out of seven days per week, including weekends. Candidates must be available to work on Saturdays and Sundays as part of their regular schedule.

Annual Leave entitlement is 30 days (rising by 2 days after 3 years' service plus an additional 3 days after 5 years' service) inclusive of 10 days Public Holidays (4 of which are fixed – Christmas Day, Boxing Day, New Year's Day, 2nd January).

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

This role is subject to a 6-month probationary period. During probation, notice will be 1 week, and subsequent to the successful completion of probation, notice shall be 3 months.

How to Apply

Deadline: Friday 11 April 2025

Interviews: w/c 14 April 2025

To apply, please submit your CV and a covering letter detailing relevant experience and interest in the role to:

recruitment@perththeatreandconcerthall.com

If you have any questions regarding this opportunity, please contact Lorin Laing, our Visitor Experience Manager, who is happy to have an informal, confidential chat: lorinl@perththeatreandconcerthall.com