



JOB PACK **CAFÉ BAR ASSISTANT**



ADRIAN LESTER
COST OF LIVING



TAMSIN GREIG
PEGGY FOR YOU



**MAISIE WILLIAMS
& ZACH WYATT**
I AND YOU



**DANNY SAPANI
& TIFFANY GRAY**
BETWEEN RIVERSIDE AND CRAZY



JOB PACK **CAFÉ BAR ASSISTANT**

OUR MISSION

Welcome to Hampstead Theatre where we champion the original, presenting world-class work on two ever-transforming stages. Since its earliest incarnation in a simple hut over 60 years ago, Hampstead Theatre has always attracted outstanding talent, from Harold Pinter, Mike Leigh, and Tom Stoppard to Nina Raine, Roy Williams and Beth Steel - innovators and original thinkers, every one.

As one of London's leading producing theatres we showcase the very best of what's new; taking pride in the premiere of an astonishing debut, an inventive reimagining of an existing work, or an enthralled first-time audience member. We present plays that are ingenious, surprising and accessible.

Our state-of-the-art home is in North West London, offering West End production values – but with tickets at a fraction of the cost. We believe in thought-provoking stories that are intelligently told, leaving audiences entertained and exhilarated. We're passionate about our work, and we can't wait to share it with you.

WORKING TOWARDS AN INCLUSIVE CULTURE

Hampstead Theatre is committed to reflecting the diversity of contemporary England in the work presented on stage, in the colleagues who work here in whatever capacity and in the audience we welcome. Everybody who engages with Hampstead Theatre should feel able to express their full selves and we take seriously our commitment to removing any barriers, whether visible or invisible, which prevent anyone from doing so.

DISABILITY CONFIDENT EMPLOYER

All d/Deaf and/or disabled candidates who demonstrate they meet the essential criteria in the person specification will be invited for interview.

If you require this job pack in another format (eg large print, audio), please email jobs@hampsteadtheatre.com.

If this application process is not appropriate for you due to your access needs, please contact us to discuss an alternative approach by emailing jobs@hampsteadtheatre.com.



IMELDA STAUNTON
GOOD PEOPLE



SIMON RUSSELL BEALE
MR FOOTE'S OTHER LEG



RAY FEARON
& CLARENCE SMITH
THE FIRM



MYANNA BURING
ANTHROPOLOGY



HOW TO APPLY

Application deadline: **10am on Monday 17 August 2026.**

To apply for the position,

1) Email your CV and cover letter to jobs@hampsteadtheatre.com with the reference **CBA** in the subject line.

In your cover letter, please outline why you are interested in the role and how your skills, knowledge and experience relate to the person specification.

2) Complete the following form: [Cafe Bar Assistant | Application Form](#)

The form will ask you for your personal details and details of two referees.

3) Complete the personal characteristics form:
[Cafe Bar Assistant | Personal Characteristics Form](#)

JOB DESCRIPTION

Job title: **CAFÉ BAR ASSISTANT**

Reports to: **FOOD AND BEVERAGE MANAGER
THEATRE MANAGER**

At Hampstead Theatre, we are passionate about creating bold, original, and thought-provoking work in collaboration with outstanding creative talent.

Café Bar Assistants are energetic individuals, committed to delivering the highest standards of customer care and an ability to encourage others to maintain those same standards. Passion, a flexible approach and calmness under pressure are a must.

If you share our enthusiasm for ambitious theatre, take pride in delivering a welcoming experience for every visitor and have previous experience in a similar environment, we would love to hear from you.

Job Purpose

- Deliver a high-quality food and beverage service to Hampstead Theatre customers, ensuring a welcoming, inclusive, and enjoyable experience.
- Take customer orders, serve and sell food and drinks, and maintain a positive atmosphere in the Café Bar.
- Work collaboratively with colleagues to uphold exceptional customer service standards for all visitors.



**EMILIA FOX
& THEO JAMES**
SEX WITH STRANGERS



SHARON D. CLARKE
CAROLINE, OR CHANGE



ROBERT LINDSAY
PRISM



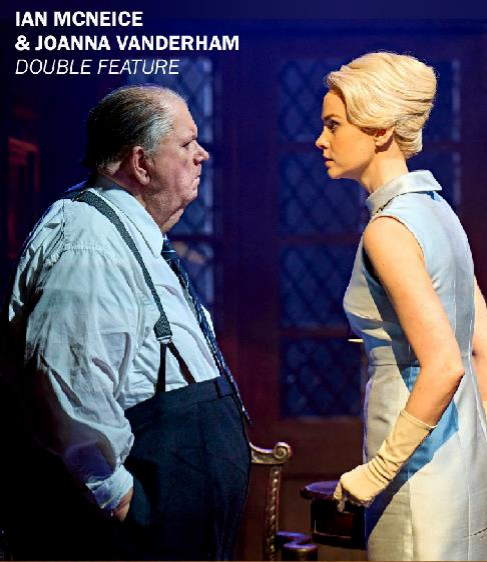
RESPONSIBILITIES INCLUDE:

- Provide confident, efficient, and friendly customer service, ensuring the Café Bar remains welcoming, clean, and safe at all times.
- Serve food, drinks, alcoholic beverages, and other products promptly and professionally.
- Accurately process transactions, including handling payments and issuing refunds when required.
- Maintain cleanliness by clearing tables, wiping counters, washing crockery and cutlery, and storing equipment appropriately.
- Develop and maintain strong product knowledge to assist customers with recommendations and choices.
- Work flexibly across daytime, evening, and weekend shifts according to an agreed rota.
- Complete daily checks and follow opening and closing procedures, adhering to food hygiene and health and safety standards.
- Ensure compliance with relevant legislation when selling alcohol.
- Maintain high standards of personal hygiene and present a professional appearance at all times.
- Contribute positively as a team member and engage with the wider life of Hampstead Theatre.
- Act in accordance with Hampstead Theatre policies, including Health and Safety.
- Participate in training and development opportunities as required.
- Undertake any other reasonable duties to support the Café Bar and theatre operations.

The following responsibilities apply to all Hampstead Theatre staff:

- Participating actively in the life of the theatre.
- Complying with Hampstead Theatre's Diversity, Health & Safety, Environmental Sustainability, GDPR and other policies at all times.
- Carrying out administrative work generated by the above activities.

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.



PERSON SPECIFICATION

Essential

- Commitment to delivering a high-quality, welcoming experience for all customers.
- Excellent interpersonal and communication skills.
- Proven experience in managing or supervising a catering or hospitality team, including recruitment, training, and performance management.
- Ability to motivate and lead a team to deliver excellent customer service.
- Good knowledge of food hygiene, health & safety regulations, and compliance standards.
- Experience in stock control, cash handling, and daily operational procedures.
- Ability to monitor sales, control costs, and improve profitability.
- Highly organised, with strong attention to detail.
- Flexible and adaptable to work evenings and weekends as required.
- Ability to work collaboratively across departments.
- Food Hygiene Level 2 (minimum) or willingness to obtain.

Desirable

- Barista experience and knowledge of coffee preparation.
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TERMS & CONDITIONS

Salary: £13.34 per hour, minimum 4-hour shift.

Hours: Due to the nature of the role, Café Bar Assistants will be expected to have good availability to fit Hampstead's Café Bar schedule, usually Monday to Saturday, mixture of morning and evening shifts. There are no guaranteed hours under this contract. You will be allocated shifts at least a week in advance, based on your availability. We will endeavour to give you as many shifts as possible.

Holiday: Equivalent to 5.6 weeks' paid holiday a year, calculated based on average weekly hours worked.

Notice: One week during three-month probationary period, eight weeks after probation is passed.

Other benefits:

- Complimentary tickets for performances.
- After 13 weeks' service, you will be automatically enrolled in our NOW: Pensions scheme which includes an employer's contribution of 3% on qualifying earnings (where the employee also contributes at least 5% on qualifying earnings).
- Stress counselling helpline.
- 10% discount at Hampstead Theatre's Café Bar.

PRIVACY NOTICE

Hampstead Theatre takes its responsibility for protecting your personal information seriously. Hampstead Theatre's job application process will only request data relevant to verifying the identity of a candidate or determining their suitability for a position.

Access to the information contained within your application will be limited only to individuals administering the recruitment process or individuals shortlisting and/or interviewing. Occasionally, Hampstead Theatre may ask external parties to assist with shortlisting and/or interviewing. On these occasions, Hampstead Theatre will ensure external parties commit to following the same data protection principles as the theatre.

Your application and any correspondence will be kept for up to a year following the closing date before being deleted.

Applying for a position at Hampstead Theatre indicates your consent to your data being processed in the manner described above.

More information can be found here:

<https://www.hampsteadtheatre.com/company/privacy-policy/>