



JOB PACK **CATERING MANAGER**



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

CATERING MANAGER

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

The application deadline is midday on **Monday 8 December 2025**.

Interviews will take place **w/c Monday 8 December 2025**.

To apply for the position,

1) Email your CV and cover letter to jobs@hampsteadtheatre.com with the reference **CM** 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: [Catering Manager | Application Form](#)

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

3) Complete the personal characteristics form: [Catering Manager | Personal Characteristics Form](#)

JOB DESCRIPTION

Job title:

CATERING MANAGER

Reports to:

THEATRE MANAGER

Responsible for:

CAFÉ BAR MANAGERS, CAFÉ BAR TEAM MEMBERS

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

The Catering Manager is central to the smooth running of our Café Bar, which serves high-quality food and drink to theatre audiences and an expanding daytime clientele. This role demands a hands-on leader who can ensure exceptional service, maintain operational efficiency, and drive strong financial performance.

If you share our enthusiasm for ambitious theatre, take pride in delivering a welcoming experience for every visitor, and have the skills to inspire and lead a team, we would love to hear from you.



**CAST OF
ROCK 'N' ROLL**

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



SHARON D. CLARKE
CAROLINE, OR CHANGE



ROBERT LINDSAY
PRISM



RESPONSIBILITIES INCLUDE:

Operations

- Manage daily opening/closing procedures and stock control.
- Ensure food hygiene, cleanliness, and safety standards are consistently met.
- Deliver hospitality for press nights, hires, and special events.
- Act as Bar Duty Manager for performances and events.
- Support building maintenance in all catering areas and report issues promptly.
- Assist Theatre Manager in identifying hazards and completing suitable risk assessments for all bar related activities.
- Assist Theatre Manager in investigating accidents/incidents/near misses relating to the bar team.

Product & Service

- Develop and maintain a high-quality, profitable product range.
- Ensure the Café Bar team delivers excellent customer service aligned with theatre-wide standards.

Team Leadership

- Line manage Café Bar Team Members and Café Bar Managers ensuring effective recruitment, induction, training, and performance management.
- Schedule staff to meet operational needs while maintaining cost efficiency.
- Foster a collaborative and motivated team culture.

Financial

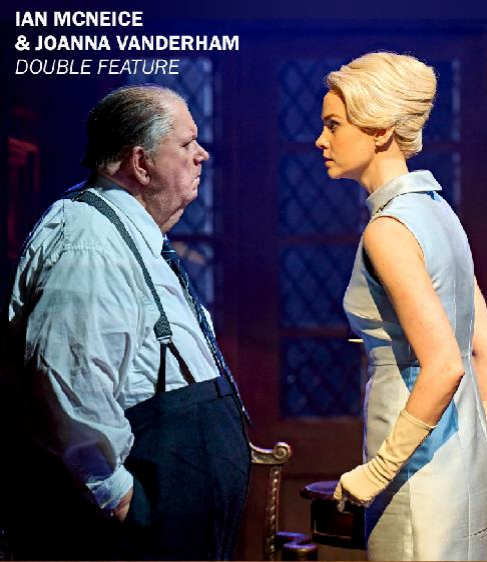
- Monitor sales, wastage, and profitability.
- Generate regular reports and propose adjustments to improve performance.

Collaboration

- Work closely with the Theatre Manager, Front of House Manager and FOH team to ensure a seamless customer experience.
- Support marketing initiatives to promote catering offerings.

Commercial Support

- Support the delivery of hospitality and fundraising events.
- Oversee bar sales and reconciliation, working with the Theatre Manager to maximise revenue opportunities.
- Ensure Bar staff are briefed on current shows, promotions, and customer-facing initiatives.



Administration

- Maintain accurate records for payroll, rotas.
- Assist with reporting and analysis of customer service performance and commercial activity.
- Ensure that daily, weekly & monthly records adhering to Food & Safety requirements are checked and uploaded into the compliance system.
- Oversee bar staff training records, ensure all certificates required are up to date.
- Deputise for Theatre Manager during annual leave/sickness.
- Ensure adequate stock levels of bar range & bar equipment.

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

- Previous experience in a theatre, arts venue, or similar cultural environment.



TERMS & CONDITIONS

Salary: c. £34,700 p.a. depending on experience.

Hours: This is a full-time position based on a 38-hour working week over 5 days. Due to the nature of the role, the Catering Manager will be expected to have good availability to fit Hampstead's opening hours, 8.30am – midnight, Monday to Saturday, and should expect to work evenings and weekends, including Friday and/or Saturday on a regular basis. Your hours will be assigned based on operational needs as agreed with the Theatre Manager.

Holiday: Generous holiday allowance of 25 days plus Public Holidays.

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

Other benefits:

- Interest-free season-ticket travel loans.
- 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).
- Enhanced maternity leave, paternity leave and sick pay.
- 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/>