



## JOB DESCRIPTION & PERSON SPECIFICATION

### Job Description

#### KEY INFORMATION

Role Title	Guest Experience Assistant
Reports to	Events Manager/F&B Manager
Hours	0
Contract	Casual
Annual Leave	n/a
Salary	£12.21 per hour
Location	Bradford Live

#### ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O'Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

#### ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate 21 venues; including 14 in the UK regions; the Trafalgar Theatre in London's West End and the Theatre Royal in Sydney. We're growing fast, we're confident in what we do, and we're ambitious about the future. There's never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence and Respect**.

#### ABOUT BRADFORD LIVE

Be part of a unique venues' team in this reimagined live entertainment and events space at the heart of Bradford's City Centre. Originally opened in 1930 the building has now been fully renovated to bring it back to its former glory as a cultural hub for the city, wider West Yorkshire area and beyond. Our auditorium can accommodate over 3,500 fans for larger concerts and house more than 3,000 guests in our fully seated configuration. We also have the beautifully restored Ballroom and other ancillary spaces to host events all year round.

#### ABOUT THIS ROLE

Bradford Live are now recruiting for Guest Experience Assistant team members to join our team. Shifts are flexible/variable and include evenings, weekends and holidays.

At Bradford Live is an exciting, fast-paced environment with a variety of shows, plays, music and comedy as well as some community events. We also host conferences, parties, and weddings in our private function spaces.

## KEY RESPONSIBILITIES

- Customer service
- Food and drink service, including alcohol
- Keeping a clean workplace
- Providing a warm welcome by greeting our guests, presenting menus, and explaining daily specials
- Answering questions related to menu items, dietary requirements and suggest recommendations
- Taking food and beverage orders, and providing an attentive and personalised level of service
- Maintain Health and Safety, Food Safety and Fire Safety procedures

This is not an exhaustive list of duties, from time to time you may be required to undertake such alternative or additional duties these will be commensurate with your skills, experience, and capabilities

## ABOUT YOU

We are looking for individuals that can collaborate as part of a team, to achieve excellent customer service.

Key Attributes:

- Passion for food / theatre / live entertainment
- An exceptional eye for details
- Willingness to learn new skills
- Great team spirit
- Strong Communication and listening skills
- Understanding of food hygiene and customer service
- Ability to work effectively at busy times
- Motivated
- Available on evenings and weekends
- Late Finishes may be required

## Your Experience

Experience is ideal but not necessary as some training is provided.

- Experience of delivering high standard of customer service
- Knowledge of food, drinks, allergens

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position. We are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence.