

KEY INFORMATION

Role Title	Casual Hospitality Team Member
Reports to	House Manager
Responsible for	N/A
Hours	N/A
Contract	Casual
Annual Leave	N/A
Salary	Hourly Rate £12.85 (enhanced rates apply for evenings, weekends and bank holidays)
Location	New Theatre, Cardiff

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 focused 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 THIS ROLE

The main responsibilities of the role will be:

- Work on the bars and maintaining excellent standards of service and food hygiene procedures
- To sell and promote products/merchandise.
- Welcome our guests to the venue with a personable, genuine touch, ensuring no individual leaves without feeling like a valued and appreciated customer.
- Collaborate with the venue team to ensure the set up and delivery of hospitality, conference and private events.
- Implement service standards, standard operating procedures and all housekeeping and setup of our hospitality spaces.

ABOUT YOU

We are looking for individuals that can work as part of a team and individually to achieve and deliver our values:

CREATIVITY: CREATIVE TO THE CORE

- We are curious, courageous and ambitious.
- We challenge rules and push boundaries in pursuit of excellence.
- We empower people and give them the tools to innovate.

COLLABORATION: BE BRILLIANT - COLLABORATE

- We use innovative ideas and partnerships to grow our business for our stakeholders.
- We work together to develop our people and our industry.
- We collaborate across the group to benefit everyone.

EXCELLENCE: EXCELLENCE EVERY DAY

- We aim for nothing less than excellence in everything we do, every day.
- We take responsibility for our actions, honour our commitments and act professionally at all times.
- We define clear standards for excellence.

RESPECT: RESPECT EVERYONE'S CONTRIBUTION

- We build an open and tolerant company culture through mutual respect and trust.
- We support individuals and create opportunities for them to succeed.
- We commit to furthering diversity.
- We value transparency and deal honestly with stakeholders and partners, welcoming all feedback.

KEY ATTRIBUTES

- Passion for theatre / live entertainment.
- An exceptional eye for detail for written, numeracy and verbal communication.
- Willingness to learn new skills.
- Great team spirit.
- Strong communication and listening skills when dealing with colleagues, members of the public, key stakeholders and industry colleagues.
- Understanding of health and safety.
- Ability to work effectively during busy times.
- Basic knowledge of surrounding area.

YOUR EXPERIENCE

- Provide excellent customer service and can effectively deal with criticism and complaints.
- Flexible to adapt to the business needs and work calmly under pressure.
- Previous experience working in theatre or an entertainment venue.
- To understand and have a working knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation.
- Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

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.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience, and capabilities.