



**NEW
WOLSEY
THEATRE**

NEW WOLSEY THEATRE

Café & Bar Assistant Recruitment Pack

*Deadline: 9am, Monday 13th October 2025
Interviews: Mon 27th & Tues 28th October 2025*

Photo credit: Will Green Photography

Welcome

Hello,

The New Wolsey Theatre is gearing up for a busy winter season, and we're looking for enthusiastic Café & Bar Assistants to join our vibrant front-of-house team!

If you have great customer service skills, enjoy working with the public, and have experience in a café or bar setting, we'd love to hear from you. You don't need theatre experience—just confidence in making and serving drinks, and handling food in a fast-paced hospitality environment.

We're especially looking for team members available on **Saturday daytimes, Saturday evenings, and weekday evenings**. This is a zero-hours contract offering flexibility, with hours varying based on performance schedules and events.

Our stunning two-floor Café & Bar offers locally-roasted coffee, tasty light bites, and a relaxed atmosphere with step-free access and a lift to the first floor.

Staff perks include:

- Complimentary tickets to our own produced shows
- Invitations to opening nights
- Discounts on visiting shows
- Café & Bar staff discount

Come be part of a welcoming team in one of Ipswich's most unique venues!

It is an exciting time to join our award winning theatre. Across the work on our stage, in our purpose built participation space (NW2), in schools and community settings and in touring venues across the country, we are delivering brilliant audience experiences, life enriching participation and vital community engagement. All our work is driven by our belief in the transformative and life enhancing power of theatre and creativity.

We'd love applications from people of all backgrounds, especially from Black, Asian and ethnically diverse backgrounds, those who identify as D/deaf and disabled people, neurodivergent people, members of the LGBTQIA+ community and those from lower socio-economic backgrounds. We are up for exploring support and development needs and will make reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

If you have any further questions after reading this material or would like an informal and confidential discussion about the position, or if you would like this candidate pack in a different format please contact Lucy Parker lparker@wolseytheatre.co.uk 01473 295940

We look forward to hearing from you.

The New Wolsey Theatre



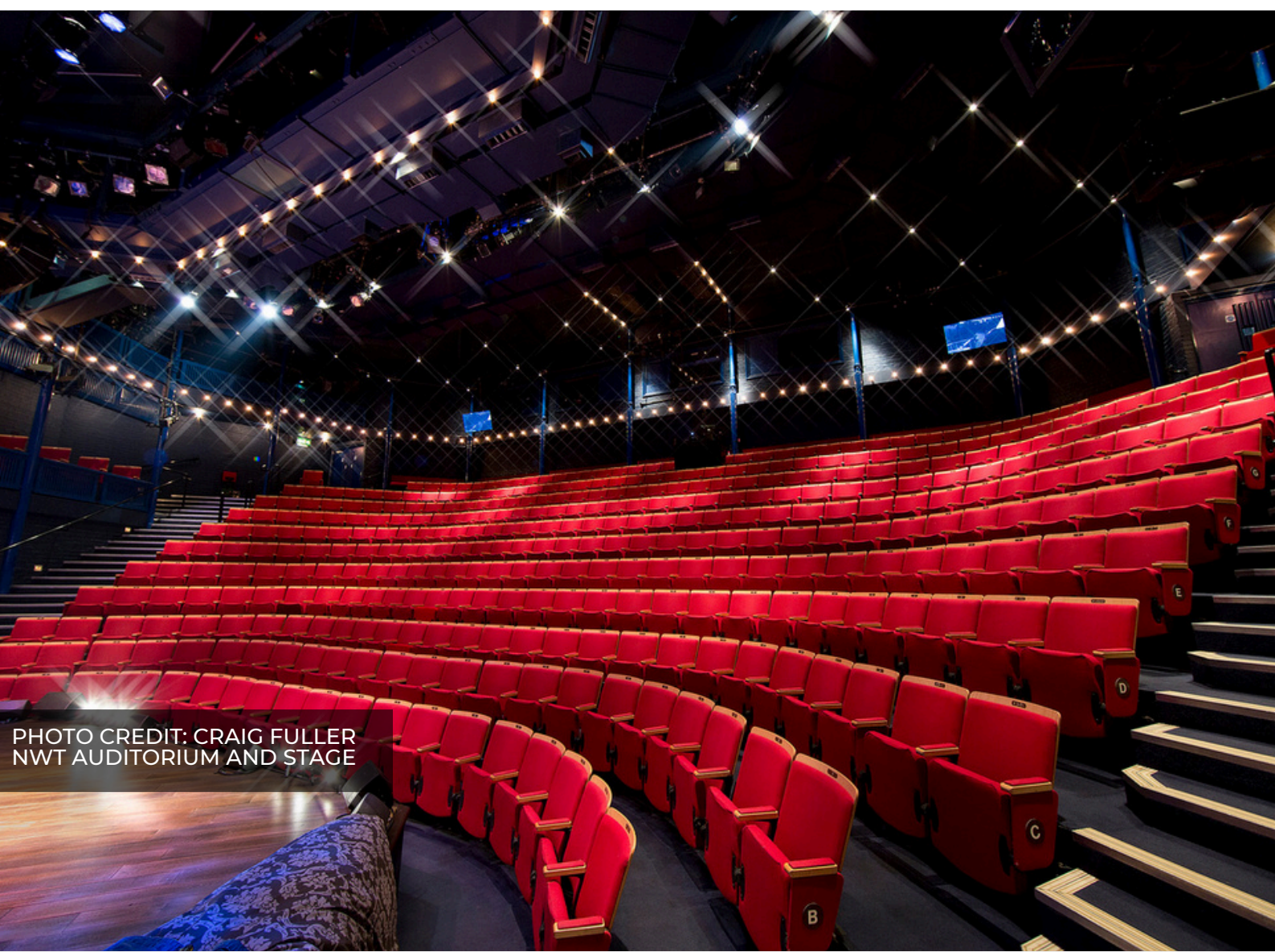


PHOTO CREDIT: CRAIG FULLER
NWT AUDITORIUM AND STAGE

About you

To work with us, you don't need to have worked in a theatre before but you should:

- Be 18 or over
- Have experience in a café, bar, restaurant, hotel, or similar hospitality setting
- Be confident in serving food and drinks in a busy environment
- Have good communication skills and a warm, welcoming attitude
- Enjoy working with the public and delivering great customer service
- Be comfortable working as part of a team and understand the importance of teamwork
- Be willing to work flexible hours, including evenings and weekends
- Be happy to work in a fast-paced, fun environment, especially during our Rock 'n' Roll Pantomime season
- Be open to training and support to build on your existing skills

We hope that this pack will answer all your questions, but if there is anything else you would like to know about the role or working at NWT please do get in touch with Lucy Parker, Head of People 01473 295940 or by email at lparker@wolseytheatre.co.uk

About the Cafe & Bar

The New Wolsey Theatre Café & Bar is a stunningly decorated independent venue set over two floors with plenty of comfortable seating, free Wi-Fi and a relaxed atmosphere. It's a unique and spacious place with step-free access and a lift to the first floor.

Located in the heart of the main theatre building, the Café & Bar has further seating on a large terrace outside and on an open-air balcony overlooking Theatre Square.

It's the ideal meeting place for friends, families and large groups to get together, as well as the perfect spot to escape the office for a change of scene, business meetings and away-days.

We offer a fabulous range of locally-roasted coffee as well as a food menu of light bites including toasties, sausage rolls, and delicious cakes and bakes.

The main serving area is located on the ground floor and is open during the day and evenings when performances are scheduled. The serving area on the first floor is usually open only in the evenings.

The Café & Bar opening / closing hours are typically:

- 10am to 3pm, Monday to Saturday
- 10am to 4pm / 5pm when a daytime performance is scheduled
- 6.30pm until approximately 11pm when an evening performance is scheduled

Performances are scheduled between Monday and Saturday on most weeks of the year with occasional Sunday performances in addition.

The majority of performances are in the evening but there are daytime (matinee) performances too.

The Café & Bar team consists of a Manager, two Supervisors, one focused on the daytime operation, and one on the evening operation, and a pool of Assistants.

Job Description

Job Title: Café & Bar Assistant (Casual)

Responsible to: Café & Bar Manager

Job Purpose: To work in the Café & Bar at the New Wolsey Theatre, providing a high level of customer care and efficient service at all times.

Key Relationships: Café & Bar Supervisor (Day), Café & Bar Supervisor (Evenings), Duty Managers, Theatre Manager, Volunteer Ushers.

Key Responsibilities:

- Serving customers food and drink in a friendly and efficient manner including but not limited to coffees (barista training will be provided), soft drinks, alcoholic drinks, cakes and food from our Café & Bar menu
- Carry out food preparation when required, adhering to food specifications at all times (training will be provided)
- Follow all health and safety policies and positively contribute to maintaining safe working practices, including food hygiene and associated control measures
- Ensure that rules for alcohol sales are adhered to at all times
- Operate the tills and card payment machines
- Cashing up tills or non-till floats as required
- Clearing tables and cleaning the Café & Bar areas as required
- Cleaning and re-stocking common areas and green rooms with tea, coffee, milk etc. as required
- Monitoring and re-stocking products
- Following opening and closing procedures
- Assisting with special events, such as opening nights, as required
- Be a friendly and knowledgeable point of contact for the Café & Bar
- Understand and participate in the theatre's Evacuation Procedures (training will be provided)
- Have an awareness of shows and other activity taking place at the theatre
- Support the theatre's inclusivity and environmental aims
- Maintain the security and confidential status of all information as designated, and to conduct all activities in a professional manner at all times
- Undertake any other reasonable responsibilities as and when required

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive

Person Specification

We're interested in hearing from candidates with some (but not necessarily all) of the skills and experience outlined below:

- Experience of working in a hospitality environment (e.g. a café, bar, pub, restaurant etc.)
- Experience of working in a customer service environment
- Excellent customer care skills
- Experience of cash handling
- Food preparation experience
- Food Hygiene Certificate Level 2
- Strong team working skills
- Good spoken English
- Ability to work flexibly
- An interest in the arts and theatre
- A welcoming and inclusive attitude, reflecting the New Wolsey Theatre's commitment to equality, diversity and inclusion.

Please note, applicants must be at least 18 years of age as we cannot guarantee Café & Bar Assistants will be supervised in the sale of alcohol.



Terms and conditions

Contract

This is a "zero hours" contract. Hours vary from week to week depending on the start and running times of performances or activity.

Salary

£12.25 per hour. An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday.

Hours

Casual Café & Bar Assistant hours will vary according to the performance schedule of the theatre. You are required to provide your availability so the rota can be produced.

Location

Based at the New Wolsey Theatre, Ipswich, IP1 2AS.

Holiday

Staff working at variable times will be paid for any holiday accrued throughout the year. Holiday will be calculated based on hours worked during the previous 52 weeks.

Uniform

Café & Bar Staff are required to wear suitable footwear (i.e. comfortable and practical with closed toes) and an apron when working in the Café & Bar. Staff involved in food service, food handling and working in direct contact with food must adhere to the following guidelines in order to minimize the risk of cross-contamination.

Clothes must be clean and covered with a clean apron. Staff must use effective hair restraints, such as tying hair back, or wearing a hair net. Gloves can be worn (if required) and accessories and jewellery must be kept to a minimum.

Pension

NWT provides a contributory pension scheme for qualifying employees with Now: Pensions. Employer contributions 3%, employee contributions 5%

Other Benefits

- Training and personal development opportunities including role specific training and organisation-wide training e.g. Disability Equality Training, Environmental Awareness Training
- Complimentary and discounted theatre tickets
- Discounts in the theatre Café & Bar
- Occupational sick pay scheme
- Free eye tests
- Enhanced maternity leave pay



How To Apply

If you are interested in working in our Café & Bar please complete an Application Form and our Equality, Diversity and Inclusion Monitoring Form both of which are available to download from our website

<https://www.wolseytheatre.co.uk/current-vacancies/>

Please note, we do not accept CVs as a form of application, however you may submit a concise CV containing your education, training, qualifications and employment history instead of completing this section of the application form.

If you need us to make any adjustments to allow you to fully participate in this application and selection process please get in touch.

For example, if submitting a written application form is not the best way for you to tell us about your skills and experience, we can accept your application another way, such as video or audio file.

However you choose to apply, you will need to tell us about your education, training and qualifications, and employment history as well as to tell us:

- Why are you interested in the role and working at the New Wolsey Theatre?
- How do your skills and experience make you a good fit for the role?

Please read through the Job Description, Job Specification and Person Specification before applying for this role, these can be found above in this document.

If you have any questions or would like an informal chat about the role, please contact Lucy Parker on lparker@wolseytheatre.co.uk 01473 295940.

The deadline for applications is **9am on Monday 13th October 2025.**

Interviews will be held on **Monday 27th and Tuesday 28th October 2025.**

NWT will reimburse reasonable travel expenses for candidates to attend interviews.





BRIEF ENCOUNTER (2023)
PHOTO CREDIT: MARC BRENNER

About our work

The New Wolsey Theatre is a not-for-profit organisation and registered charity that thrives on a mix of funding sources, including support from Arts Council England, Suffolk County Council, Ipswich Borough Council, corporate sponsorships, donations, and individual giving.

In 2023-2024, we welcomed over 82,000 visitors to more than 300 performances, showcasing a diverse programme of work.

A key focus is our actor-musician musicals, such as **Kinky Boots** (2022, co-produced with Queen's Theatre Hornchurch) and **Brief Encounter** (2023, co-produced with Wiltshire Creative in association with Yvonne Arnaud Theatre, touring to Theatre Royal Bury St Edmunds and Northern Stage). In 2024, we collaborated on **Little Shop of Horrors** with Bolton Octagon Theatre, Hull Truck Theatre, and Theatre by the Lake, as well as **Footloose** with Pitlochry Festival Theatre. In Spring 2025, we delivered our first international collaboration with a co-production of Michael Frayn's **Noises Off**, touring Ipswich, London, Cumbria, and Luxembourg and this autumn we are presenting a adaptation by Nell Leyshon of the Daphne du Maurier short story thriller **Don't Look Now**.

Our annual Rock 'n' Roll Pantomime, featuring a cast of actor-musicians, remains an Ipswich institution, entertaining thousands each year. Recent highlights include **Dick Whittington and His Cat** (2023/24), which attracted over 28,000 attendees across 80 performances, and **Sleeping Beauty** wowed audiences in-person and online in 2024/25. The festive fun is back again this winter with **Beauty and the Beast**.

We also focus on curriculum-linked productions for schools, featuring early-career actors from the region. Recent productions include Dennis Kelly's **DNA** (2023) and a fast-paced adaptation of **Romeo & Juliet** (2024). This Autumn we are partnering with Eastern Angles for the first time to deliver a new production of John Godber's **Teechers**, specially adapted for East Anglian students.

Throughout the year, we present an exciting mix of productions from acclaimed touring companies, including English Touring Theatre, London Classic Theatre, Le Navet Bête, Frozen Light, Breach Theatre, ThickSkin Theatre, Pentabus, Ad Infinitum, ATC, Middle Child, Rifco, and Tilted Wig. This ensures Ipswich audiences have access to some of the best theatre in the UK, right on their doorstep.

Digital innovation remains central to our work. Our first 'blended production', **The Snow Queen** (2020), involved live contributions from audiences at home alongside live performances in the theatre, reaching audiences worldwide. We continue to livestream much of our produced work to ensure accessibility, earning the 2021 Best Digital Pantomime Award for **Jack and the Beanstalk**.

continued..

About our work

Not all our work is just about us. We have an inspiring cohort of associate artists including Aspire Black Suffolk, Jamie Beddard, Mae Munuo, Martha Loader, The Paper Birds and Spinning Wheel Theatre.

In 2024, we co-produced Martha Loader's darkly funny new play **Bindweed** with The Mercury Theatre Colchester and HighTide, in association with The Royal Exchange Theatre. Martha, a recipient of the Film4 and Peggy Ramsay Foundation Bursary, has been with us for a one-year attachment to continue developing her craft and a new play for us.

We are proud to have received the East Anglian Daily Times Community Impact Award and the Suffolk Business of the Year Award, recognising our contributions to the arts and our local community.

We in the process of cultivating exciting projects and co-productions with new UK and international partners for 2025 and beyond.



SLEEPING BEAUTY (2024-25) PHOTO
CREDIT: WILL GREEN PHOTOGRAPHY



LITTLE SHOP OF HORRORS (2024)
PHOTO CREDIT: PAMELA RAIH

Creative Communities

NWT recognises that culture plays a significant role in building and sustaining communities. We believe in the power of the creative potential in each of us, and strive to provide communities from every part of Ipswich with opportunities to participate in, make and enjoy culture.

Creative Communities is our programme of productions, projects, activities and opportunities for young people, local communities, and the education sector. Some of our recent work includes:

- A social prescribing project **Tell Your Story** delivered in collaboration with the NHS
- A **Warm Space** offer in our Front of House that supported the most vulnerable members of our local community during the cost of living crisis
- **Let's Play** an early years project created in partnership with a local primary school
- **Get up and Go** free summer activity for children in receipt of free school meals
- **The Big Afternoon** a free, outdoor community festival
- **Twelfth Night** a mainstage production by our Youth Theatre groups
- **Hare & Tortoise** a Primary schools production touring to 24 schools across Suffolk

Our Creative Communities work also includes supporting the education sector to engage with our produced work; offering creative careers focused opportunities to young people and community hires in our main auditorium.

We run seven term time Youth Theatre groups, including our new Young Creatives offer for 16-21 year olds who are emerging theatre makers. There are 150 spaces for young people to take part across the year which includes our Youth Theatre Plus and Squared offer for disabled and neurodivergent young people.

Alongside our own projects we regularly collaborate with other organisations and support the work of a wide range of local groups including Aspire Black Suffolk (advocacy), Volunteering Matters (social action), UnScene Suffolk (a community arts organisation for visually impaired adults) and Suffolk Refugee Support, by hosting them in NW2. Having communities, staff, practitioners, and artists in the same space provides fertile ground for future creative collaborations ensuring NWT is truly representative of Ipswich.





HARE & TORTOISE [2024]
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



SENIOR YOUTH THEATRE
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY

Equal Opportunities

The mission of NWT is to create, develop and produce a vital and dynamic programme of performances and participatory activity for the people of Suffolk and surrounding areas. We aim to create a programme of the highest quality, maximum diversity and greatest possible accessibility. We believe that this is best achieved through the implementation of an Equal Opportunities Policy informing all areas of the company's activity and employment practice.

We are committed to ensuring equality and fairness for all employees, collaborators, contractors and the general public. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, gender reassignment, religion or age. We oppose all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the organisation's output.

We strive to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated.

We actively encourage applications from people of all backgrounds, especially those currently less represented in our organisation, the arts industry and on our stages. We are particularly interested to receive applications for this role from Black, Asian and ethnically diverse people, those who identify as D/deaf and disabled people, neurodivergent people, members of the LGBTQIA+ community and those from lower socio-economic backgrounds.

We are happy to make reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

We will regularly review our employment practices and procedures to ensure fairness. This policy has the approval of the Board and will be reviewed on an annual basis.



Environmental Responsibility

NWT recognises the climate emergency and the role each of us can play in contributing to, and advocating for, a sustainable future.

We are proud that since 2012-13 our investment in building improvements has resulted in a 60% reduction in the carbon footprint created by our use of energy and water.

We are working on a range of measures to make significant environmental impact reductions across all strands of our work and have recently established a cross-organisation working group made up of passionate committed colleagues to set ambitious targets and delivery plans.

All NWT staff are participating in Environmental Awareness training and we are working with organisations such as The Suffolk Carbon Charter to ensure that we draw upon expertise and best practice.

NWT's position at the heart of our community makes us ideally placed to be a shining example of positive change.

