



**NEW
WOLSEY
THEATRE**

NEW WOLSEY THEATRE

Cafe & Bar Assistant

Part-time, 'zero-hours' flexible contract

Recruitment Pack

Deadline: 9am, Monday 28th September 2026
Interviews: Week Commencing Mon 5th October

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 to have worked in a theatre before, 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 Saturdays and Sundays, both day-time and evenings. This is a zero-hours contract, with an initial fixed term to end of January 2027, offering flexibility, with hours varying based on performance schedules and events. The rate of pay is £12.75 per hour.

This is an exciting time to join the NWT as we prepare for our annual Rock 'n' Roll Pantomime, *Cinderella*, running from Friday 20th November to Saturday 16th January. Our café and bar become a hub of activity, serving audiences throughout the festive period and offering additional hours during our busiest Christmas weeks.

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.

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!

The deadline for applications is **9am on Monday 28th September 2026**

Interviews will be held on **Week commencing Monday 5th October 2026** at the New Wolsey Theatre.

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

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.

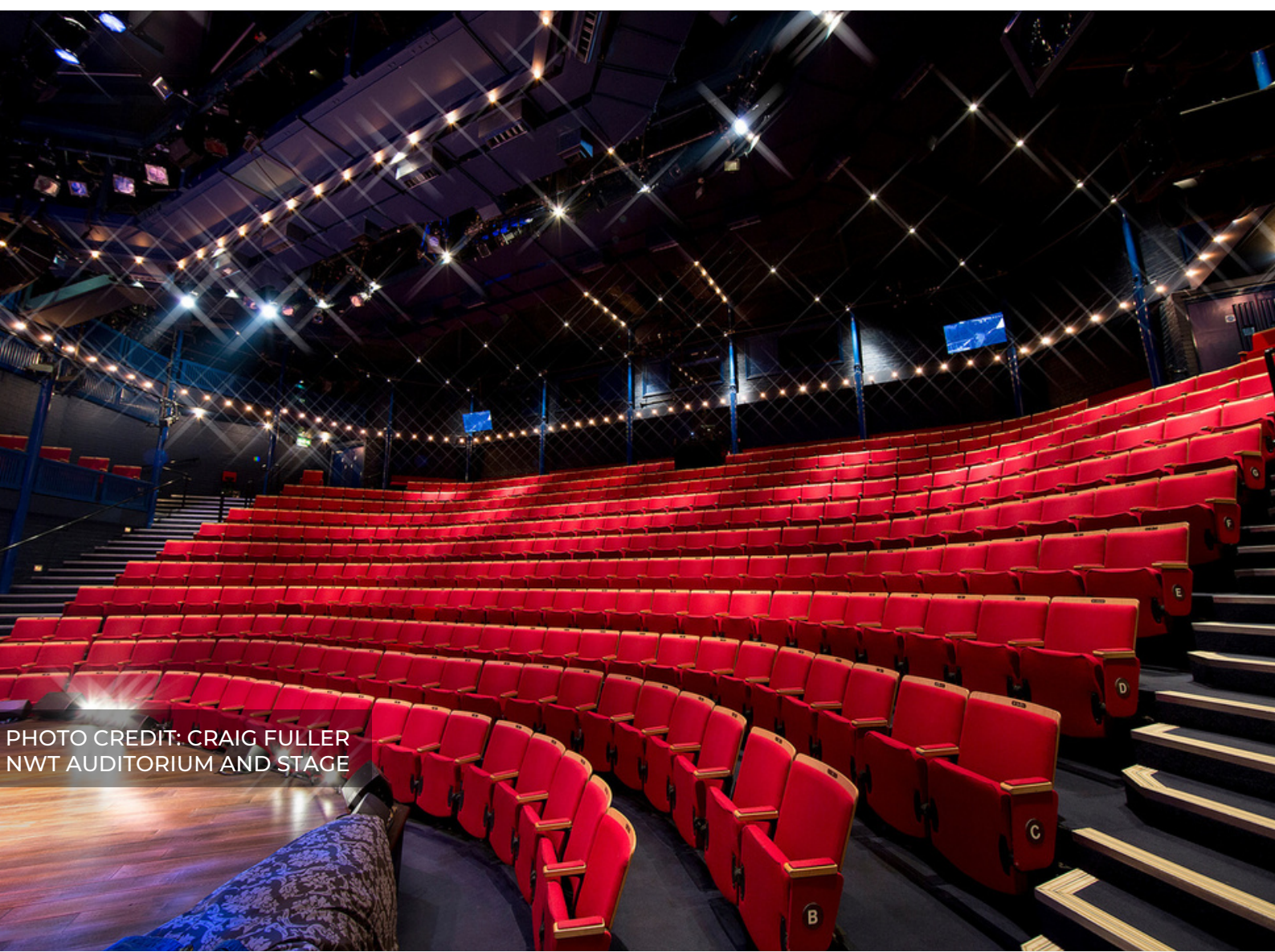


PHOTO CREDIT: CRAIG FULLER
NWT AUDITORIUM AND STAGE

About you

To work with us on the Café & Bar, you must:

- **Age Requirement:** Must be 18 years or over.
- **Relevant Experience:** Experience working in a café, bar, restaurant, hotel, or similar hospitality environment.
- **Customer Service:** A friendly, welcoming approach and a commitment to providing excellent customer service.
- **Communication Skills:** Able to communicate clearly and confidently with customers and colleagues.
- **Teamwork:** Enjoys working collaboratively and understands the importance of being part of a team.
- **Ability to Work Under Pressure:** Confident serving food and drinks in a busy, fast-paced environment.
- **Flexibility:** Available to a variety of times including evenings, weekends, and during the busy Christmas weeks.
- **Positive Attitude:** Enthusiastic, reliable, and keen to contribute to a fun and lively theatre environment.
- **Willingness to Learn:** Open to training and developing new 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. Located in the heart of the theatre, it is an important part of the experience for our audiences, serving customers before performances, during intervals and after the show.

During the winter season, the Café & Bar plays a particularly important role as we welcome thousands of audience members attending our annual Rock 'n' Roll Pantomime. Running from Friday 20th November to Saturday 16th January, *Cinderella* is one of the busiest and most exciting periods of the year at the NWT, creating a vibrant atmosphere and offering additional working hours for our Café & Bar team.

Performance schedules vary throughout the pantomime season and include both daytime (matinee) and evening performances, with shifts available across the day. During the busy Christmas period, the theatre often presents two performances a day, resulting in increased footfall and a fast-paced, energetic working environment.

The festive weeks are our busiest trading period of the year. Apart from Christmas Day, the theatre remains open throughout the Christmas and New Year period, making it essential that applicants are available and willing to work across these dates. In return, you will be part of an enthusiastic team at the heart of the theatre during one of the most exciting times in our calendar.

The Café & Bar team consists of a Manager, a Daytime Supervisor and a pool of Assistants who work together to deliver a warm welcome and excellent service to our audiences throughout the festive season.

About the role

Working Hours and Performance Schedule

The Café & Bar operates throughout the day and around scheduled theatre performances, so working patterns vary depending on the performance schedule.

On days when there is no performance, the Café & Bar is usually open from 10am to 3pm.

When a performance is scheduled, the Café & Bar opens approximately one hour before the show starts and remains open before the performance and during the interval.

Many performance days include either:

- A matinee performance (typically in the afternoon 1:30pm or 2pm)
- An evening performance (typically 6:30pm or 7pm)

During our busy pantomime season, there are often two performances in one day. On these days, the Café & Bar will be open for both performances and may close briefly between shows.

As a result, shifts can vary and may include:

- Daytime shifts, for example 9:45am to 5pm
- Evening shifts, for example 6pm to 11pm
- Longer or split shifts covering both performances, for example 12.30pm to 11pm

Please note that performance times vary throughout the season, so exact shift times will also vary.

We are looking for a team of Café & Bar Assistants who can collectively cover the full programme of performances, particularly during our busy Christmas and New Year period. Flexibility and availability during this time are essential.

The Café & Bar operates across two bar areas, and team members always work alongside colleagues. No one is expected to work alone, and support is provided by the wider Café & Bar team.

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, Front of House Manager, 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 for a fixed term period until end of January 2027. Hours vary from week to week depending on the start and running times of performances or activity.

Rate of Pay

£12.75 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 28th September 2026.**

Interviews will be held on **Week commencing Monday 5th October 2026.**

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





BRIEF ENCOUNTER (2023)
PHOTO CREDIT: MARC BRENNER

About our work

NWT is a company of brilliant people. Some know the organisation inside out, while others are bringing fresh perspectives and helping shape its future, including award-winning theatre director, playwright and cultural leader Douglas Rintoul, Chief Executive/Artistic Director, who joined NWT in 2022. Together, we believe in the transformative and life-enhancing power of theatre and creativity.

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

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 2025, we delivered our first international collaboration with a co-production of Michael Frayn's **Noises Off**, touring Ipswich, London, Cumbria, and Luxembourg and we presented a adaptation by Nell Leyshon of the Daphne du Maurier short story thriller **Don't Look Now**. In Spring 2026 we launched the East Anglian Touring Consortium with **Caroline**, a new musical inspired by the story of Radio Caroline and the pioneering spirit of East Anglia, further strengthening our commitment to innovative partnerships and regionally rooted storytelling.

This autumn, we will present **Calendar Girls the Musical**, a major new co-production with Stephen Joseph Theatre, Theatre by the Lake and Octagon Theatre Bolton. Celebrating friendship, resilience and community spirit, the production builds on our long-standing commitment to creating ambitious, high-quality theatre through collaboration with leading regional partners.

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 more than 28,000 audience members across 80 performances, and **Sleeping Beauty** (2024/25), which delighted audiences both in person and online. Most recently, **Beauty and the Beast** (2025/26) continued the tradition of delivering high-energy festive entertainment for audiences of all ages. This winter, the festive fun continues with **Cinderella**, bringing another vibrant mix of live music, laughter and storytelling to the New Wolsey stage.

We also focus on curriculum-linked productions for schools, featuring early-career actors from the region. Recent productions include Dennis Kelly's **DNA** (2023), a fast-paced adaptation of **Romeo & Juliet** (2024), and in 2025 we staged a new production of John Godber's **Teechers** in collaboration with Eastern Angles Theatre Company, specially adapted for East Anglian students.

Throughout the year, we present an exciting mix of productions from acclaimed touring companies, including Le Navet Bête, Original Theatre, Frozen Light, imitating the dog, ThickSkin Theatre, Pilot Theatre, Theatre re, Blackeyed Theatre, Thunder Road Theatre, and Eastern Angles Theatre Company. This ensures Ipswich audiences have access to some of the best theatre in the UK, right on their doorstep.



CAROLINE (2026)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY

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About our work

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.

Not all our work is just about us. We have an inspiring cohort of associate artists including Amy Wragg, Ellie Isherwood, James McDermott, Josh Overton and The Paper Birds.

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.



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

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
- **Grandad Anansi** 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.





GRANDAD ANANSI (2026)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



SENIOR YOUTH THEATRE
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



TWELFTH NIGHT (2025)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



TEECHERS (2025)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY

Arts and Culture, Suffolk and the East of England

If you don't know much about Ipswich, it's the county town of Suffolk and is a medieval port and industrial town with a strong history; the urban area has a population of 130,000 and all eyes are currently on the town – and for good reason. The town has been reinvented by investment in its extremely popular waterfront as well as the introduction of the University of Suffolk in 2007. It has a new vision to transform the life of the town and has one of the fastest-growing economies in the UK and is emerging as one of the best places to live in the country.

Unusually, Ipswich has a very large arts ecology, being home to local, regional, and internationally renowned companies including DanceEast, Gecko Theatre, High Tide, Russell Maliphant, Spill Festival, Eastern Angles, Red Rose Chain and New Wolsey Theatre. The cultural sector is dynamic, connected and collaborative; the leadership of NWT plays a significant role.

Because the town is small, it means it has everything you need within proximity. You also get the benefit of the Suffolk countryside, and it's only about 12 miles from the coast. Ipswich Station and Derby Road are the two primary train stations in the town. The former is on the London to Norwich line and has services to London Liverpool Street in a little over an hour. There are also direct trains to Colchester, Felixstowe, Lowestoft, Peterborough and Cambridge.





IPSWICH WATERFRONT
PHOTO CREDIT: IPSWICH CENTRAL



CHRISTCHURCH MANSIONS, IPSWICH
PHOTO CREDIT: IPSWICH MUSEUMS

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 and Diversity 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 65% 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.

We have been recognised with a Suffolk Carbon Charter Silver Award.

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

