

Hello!

Thank you for your interest in the Casual Catering Assistant role.

Trading at the Bluecoat is looking to recruit a talented and enthusiastic team of casual Catering Assistants to help us provide a warm welcome across all elements of our catering operation.

Throughout the Summer season we've been hosting a free programme of events and activities for families alongside our interactive group exhibition *Are You Messin'?* designed especially for children and their adults. Also on display is *The Bluecoat's Looked After Children*, an archival exhibition which explores the unheard voices of the children who called our building home when it was a charity school. Planning for our exciting Autumn of events and new exhibitions is underway at the moment, with more information being released soon.

We are looking for a team of casual Catering Assistants who can contribute to creating a fantastic environment to ensure visitors have a great time when they visit the Bluecoat.

This application pack will give you more information about the role and about the Bluecoat. We look forward to hearing from you.

Best wishes,

Mary Cloake
CEO, Bluecoat



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1. About the job

Job Title: Catering Assistant – Café and Events

Contract: Casual contract ongoing from March 2022

Pay: between £6.56-£8.91 per hour, dependent on age and experience (rising to £6.83 - £9.50 from April)

Responsible to: Catering Manager

Hours: Flexible but will include daytime, weekend and evening work to meet the needs of the business.

Annual Holidays: Pro rata holidays, based on full time equivalent of 33 days including bank holidays (which may be worked, except for Christmas Day, Boxing Day and New Year's Eve when Bluecoat is closed)

Trading at the Bluecoat is a wholly owned subsidiary of Bluecoat which shares its values. It supports the delivery of Bluecoat's vision by generating the profit it needs to deliver its artistic and creative plans.

Our aim is to provide relaxed, open and welcome spaces that connect people with the process of creativity and deliver an affordable food and beverage offer that encourages people to stay to enjoy freshly made food from locally-sourced produce representing value for money.

Trading at the Bluecoat is looking for warm, enthusiastic and committed individuals to join our Catering team. Your job will be to ensure that all visitors and guests have the best possible experience when they come through our doors whether visiting our café or attending an event.

The successful candidates will be proactive, with an ability to work in a team, as well as showing initiative.

This role would suit someone who is keen to work in a dynamic environment who would like to gain further experience across the catering and hospitality sector. You will have some



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experience in a front-facing role in catering or hospitality and be dedicated to providing excellent customer service.

2. How to apply

You can apply for this role using the **Application Form** and **Equal Opportunities Monitoring Form** only. We will not accept CVs.

Either 1) submit both these forms (in Word Document format) by email to recruitment@thebluecoat.org.uk quoting 'Catering Assistant' in the subject line.

or 3) Send both completed forms by post:
Recruitment, Bluecoat, School Lane, Liverpool L1 3BX

Closing date for applications: applications will be considered on a rolling basis throughout the summer. Applicants that fulfill the requirements of the job description will be asked in for an informal interview in the first instance.

3. About Bluecoat

Background

Bluecoat is Liverpool's centre for the contemporary arts - a bustling cultural venue which sees 700,000 visits each year. Our city centre positioning, the heritage of our building and our hospitality business help us to attract an audience to Bluecoat which is diverse in age, gender, disability, ethnicity and socio-economic background. Bluecoat hosts a regular programme of exhibitions, live events, workshops and discussions covering a range of art forms including visual art, music, dance and literature. We run a participation programme which enables people who might otherwise face barriers to engagement to be involved in the contemporary arts. Alongside this offer, Bluecoat is also home to a community of creative retailers, working



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artist studios, a cafe and a bistro. Bluecoat was the UK's first arts centre and is based in a grade I listed building, the oldest in Liverpool city centre.

History

The oldest building in Liverpool city centre, Bluecoat has a fascinating history. It started life as a church charity school for orphans 300 years ago. The school moved to Wavertree in 1906 and the building has been an arts centre, the first in the UK, ever since.

Bluecoat's eighteenth-century origins are connected to the sea, when many merchants supported the school with funds derived from maritime trade, including transatlantic slavery. The arts centre continues to interrogate this and other colonial histories through exhibitions, performances and projects, working with artists and communities, as well as ongoing research.

Bluecoat has always played a major part in Liverpool's cultural life, from hosting the likes of Picasso and Stravinsky during the early twentieth century, to developing relationships with artists such as Yoko Ono and George Melly. Its public programmes have attracted national acclaim for hosting leading figures from the arts and entertainment worlds while nurturing new talent locally.

Surviving wartime bombs and turbulent political and economic times, Bluecoat remains a symbol of Liverpool's resilience and creativity. For more on Bluecoat's history visit our archive website mybluecoat.org.uk

Vision

The organisation is entering an exciting period of change. We have recently finalised a new ten year strategy which outlines our ambition to provide a space for the public to experience contemporary arts, and visual culture, in new and exciting ways. As a worksite for artists we will experiment with new ways of bringing process and progress into the public domain, working with artists who find this an exciting prospect.



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Audience

Bluecoat is a well-loved venue in Liverpool city centre. People use it for many reasons; as a meeting place, a workspace, a place to rest while shopping, a cut through to Liverpool ONE and a place to experience art in different ways through exhibitions and events. We are keen to make sure everyone is welcome and that there are a whole variety of ways Bluecoat can be part of people's lives.

Brand strategy

We have recently undergone a branding process and as a result have redefined Bluecoat's purpose and developed brand pillars with which to steer our marketing and communications activity:

Bluecoat's Purpose

A home for creative potential where art and people meet. Our purpose is to create new, more meaningful ways to experience art. For artists and for everyone - we bring art into life.

Brand pillars

Breaking New Ground

Bluecoat is Liverpool's contemporary arts centre - the first, the original. A place defined by 100 years of radical thought and creative reinvention. An independent arts centre that continues to nurture artistic talent and break new ground. Part of Liverpool's past, key to its future.

Inspire Curiosity

Bluecoat is a creative playground, a supportive space in which to unearth new ideas and embrace something out of the ordinary. It is a place that sets out to inspire: here, you can make, debate, participate, in new and unexpected ways.

Unlocking Creative Process



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Bluecoat brings people into the heart of the creative process, creating new opportunities for individuals and communities to interact with artists as they work. A place not just to look at but to engage with art.

Purposefully inclusive

Bluecoat is an inclusive home for artists and creative practitioners. A place that sees potential in many voices under one roof. A platform for artists with different viewpoints and from backgrounds underrepresented in the sector. Here, artists can find their voice and share their work with a wider and more diverse public.



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4. Job Description and Person specification

Job Title: Catering Assistant – Café and Events

Responsible to	Catering Manager
Main purpose of job Purpose	Working within the Trading Team at the Bluecoat, Catering Assistants will provide a warm welcome to our cafe visitors, ensuring people have the best experience they can. They will provide a frontline service for the Bluecoat, presenting an efficient and welcoming face to visitors and guests.
About the Team	Trading at the Bluecoat is a wholly owned subsidiary of Bluecoat which shares its values. It supports the delivery of Bluecoat’s vision by generating the profit it needs to deliver its artistic and creative plans. Our aim is to provide relaxed, open and welcome spaces that connect people with the process of creativity and delivers an affordable food and beverage offer that encourages people to stay to enjoy freshly made food from locally-sourced produce representing value for money.
Internal communication	Venue Staff (Day to day running of building) Communications & Marketing Team (Press, social media, print, comms) Programme Team (Exhibitions, events, residencies, studios) Participation Team (Families, long term participants, education) Development (Fundraising, sponsorship)



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External communication	Visitors Guests and attendees – third party/private hire events Artists based in Bluecoat Bluecoat staff Staff and retailers based at Bluecoat
Budget responsibility	N/A
Hours of work	Casual contracts available – evening and weekend working is essential.
Salary	£6.56-£8.91 per hour, dependent on age and experience
Contract Type	Casual contract
Holidays	Holidays will be pro-rated. 33 days per annum, inclusive of Bank Holidays. As Bluecoat is open all year round (with the exception Christmas Day, Boxing Day and New Year's Eve)
Main duties and responsibilities	
<p>Your overarching responsibility will be to provide a first class visitor welcome. During your weekly schedule this may require you to deliver a range of different tasks from the following:</p> <ul style="list-style-type: none"> • Deliver a warm, engaging and well-informed welcome to all visitors, providing a high quality visitor experience. • Provide high levels of customer service across the catering operation, ensuring customer comfort and satisfaction. 	



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- Keeping the catering facilities clean and tidy in accordance with good practice and hygiene regulations
- Preparation of food and beverages including freshly brewed coffee
- Maximise sales opportunities to grow income
- Maintaining stock levels and replenish throughout the shift if required.
- Light manual handling of furniture when turning rooms around for functions and events

In order to complete the above duties you will be required to:

1. develop and maintain a detailed knowledge of exhibitions, events and activities, food and drink menus and artists, businesses and retailers based at the Bluecoat. This vital knowledge underpins all other aspects of the role and will be supported through regular briefings
2. develop strong relationships with colleagues across Bluecoat, particularly front of house teams.
3. work alongside colleagues to ensure that public areas are kept presentable at all times to give our visitors the best possible impression and experience whilst in our building
4. support the Catering Manager as required
5. act as an ambassador for the Bluecoat at all times, helping to promote its core values, the work it does and the services it provides and encouraging visitors to make donations
6. attend regular training and briefing sessions which may be over and above your core hours (for which you will be paid)
7. participate in cross organisational working when required
8. carry out all duties with full regard to the Bluecoat's Equal Opportunities and Health and Safety policies
9. carry out other duties commensurate with the post as required

Person Specification – Please read this section before starting your application

All the criteria in this Person Specification are important, but those headed Essential are the most important requirements. Please make sure you give examples of how you meet the Essential criteria when writing your application.

Those marked Desirable should be referred to if you have them.

Please remember that it's not necessary to have experience working within an arts centre



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for this job. Please tell us about any transferable skills that you have which support you meeting the Essential and Desirable criteria for the role.

Your application will be scored on the criteria in the Person Specification and the more criteria you can demonstrate through examples will increase your score. This will determine whether you are invited to interview. We have also provided questions as prompts.

Skills and Experience

Essential

Experience in a front-facing customer service or front of house role contributing to the delivery of a positive visitor experience, in catering or hospitality.

Experience of communicating information to members of the public about events or products.

Excellent and versatile communication skills to support interaction with a diverse range of people to consistently high levels of professionalism and care.

Cash handling experience and numerate.

Strong practical skills with great attention to detail and a purposeful approach.

Computer literate.

Desirable

Experience of the arts or cultural sector.

Basic Food Hygiene certificate.



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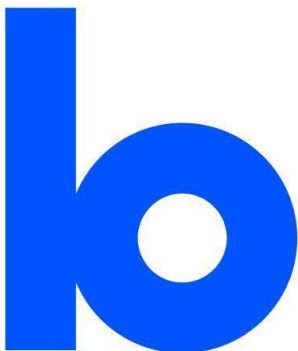


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Your compatibility with the criteria outlined above will be assessed through application and, if you are shortlisted, through interview and assessment tasks. Successful candidates will be expected to produce certificates in relation to any qualifications which form part of the criteria on this person specification.



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