STORYHOUSE

Service Assistant Recruitment Pack





Storyhouse, 2017, Becci Lane

Contents:

- Welcome from the CEO
- Our Story
- Our Strategy
- Our Building
- The Role
- Application Process

Welcome from the CEO

Storyhouse is one of the UK's foremost cultural charities; its home in Chester incorporates a library, theatres, and a cinema. It is also an acclaimed theatre producer and runs the country's most successful regional open-air theatre in the city's Grosvenor Park, as well as the innovative Moonlight Flicks open-air cinema each year.

Storyhouse plays an important part of cultural life in Chester and continues to be a beacon of inspiration for many other cities and towns for the role it has played in social and economic regeneration, its successful and unique integration of world-class theatre, cinema, and library facilities, as well as its bold, exciting, diverse, and award-winning programming.

It is also a great place to work. We offer a flexible and supportive working environment, value experience as well as skills and qualifications, and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us,

Annabel.





Audiences at GPOAT, 2023, Mark McNulty

This House is Your House

Storyhouse is a creative community – a place where people come together to be inspired, take part, and make things happen. In the heart of Chester, we welcome more than 850,000 visits each year to our cinema, theatres, and library, which has the longest opening hours of any UK public library.

In 2024–25 we: - supported 6,000+ young people
- hosted 190 free Rhyme-time sessions
- created more than 400 performances indoors and outdoors
- sold nearly 188,000 theatre tickets
- screened more than 1,600 films

Our Grosvenor Park Open Air Theatre, founded in 2010, is now the UK's largest regional open-air theatre, attracting 28,000 people every summer.

Every month, more than 40 community groups use Storyhouse - from LGBTQIA+ and disability groups to refugee integration activities, mental health support sessions, and projects tackling social exclusion. We also run extensive programmes with and for young people: youth theatre, Young Leaders, schools and education work, and collaborations with local partners to reach those least likely to have access to the arts.

As an arts centre and independent creative hub, we bring together theatre, cinema, literature, music, comedy, dance, and community activity under one roof – a place where stories are shared, creativity flourishes, and people from all walks of life can feel they belong.

Across all we do, our aim is to give people the power to build their own creative communities through inspiring stories and shared experiences. We are committed to reflecting the diversity of our region and bringing together people with a wide range of skills, experiences and perspectives to shape our future.



A Midsummer Night’s Dream, 2023, Mark McNulty

Our Strategy...

Storyhouse is about to enter an exciting new phase in our evolution as we look to develop our programmes, based on a new strategic plan, to deliver world class arts and meet community needs.

Our Vision:

Here at Storyhouse, culture is owned by everyone.

Our Mission:

We work every day to be a creative home for our communities.

Our Values:

LISTEN CLOSELY.
True empathy takes effort. So we work hard to understand different points of view.

LOOK AROUND.
Opportunities can be spotted by anyone, anywhere, at anytime. So we always have our eyes, ears and minds wide open.

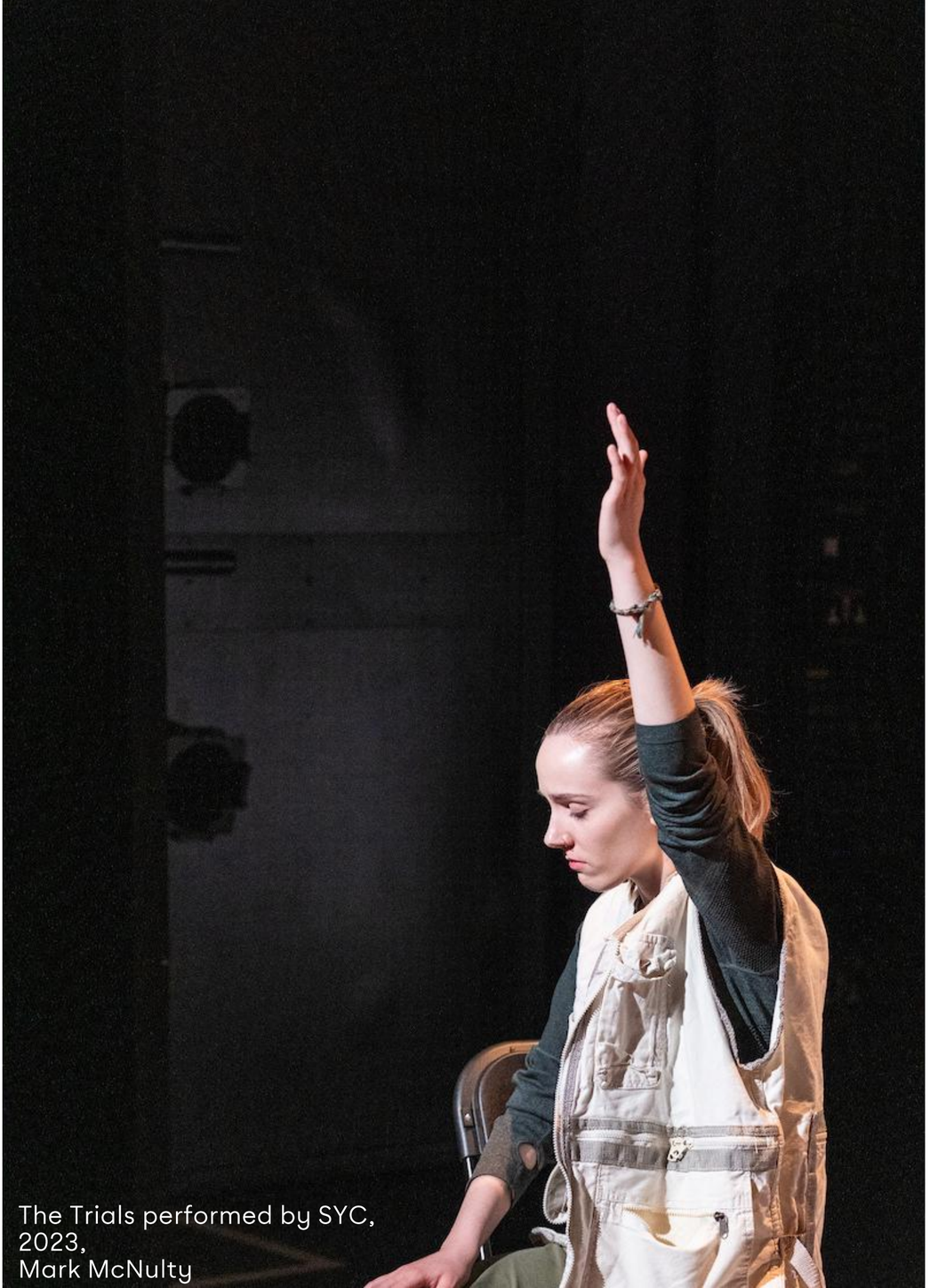
SPEAK UP.
Not everyone's stories have been told. So we use our voices to amplify those that haven't been heard.

STAND UP.
Debate and discussion make things better for us all. So we don't shy away from a challenge.

REACH OUT.
Diverse perspectives solve the hardest problems and make the best decisions. So we seek them out, and invite them in.



A Midsummer Night's Dream, 2023, Mark McNulty



The Trials performed by SYC, 2023,
Mark McNulty

Our Resources

Storyhouse is a medium-sized charity with approximately 140 staff and a gross revenue of over £6 million per year. The charity is financially stable, with a number of steady revenue streams, including a 20-year lease and contract for services with the local authority (Cheshire West and Chester) and NPO funding from Arts Council England for 2023 to 2026. Revenue from commercial activities is also essential to the charity's financial stability, and over 57% of its revenue is earned.

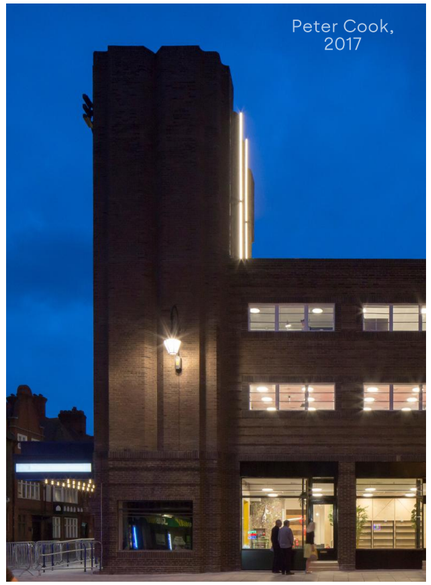
Storyhouse runs two wholly owned commercial trading subsidiaries: Storyhouse Production Company Limited - creating and staging Storyhouse Originals theatre productions – and Storyhouse Catering Company Limited - providing a range of catering, retail, cinema, receiving theatre and commercial services.

Despite our financial stability, like all other charities our resources are being eroded by rising costs caused by inflation and higher energy prices, and as a result of the continued cost of living crisis, demand for free-to-access services (such as warm spaces) is increasing.

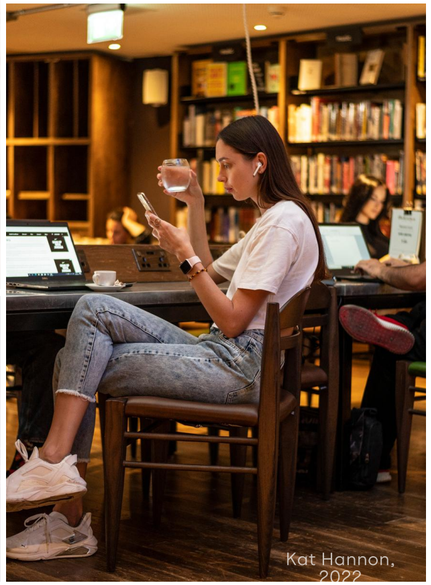


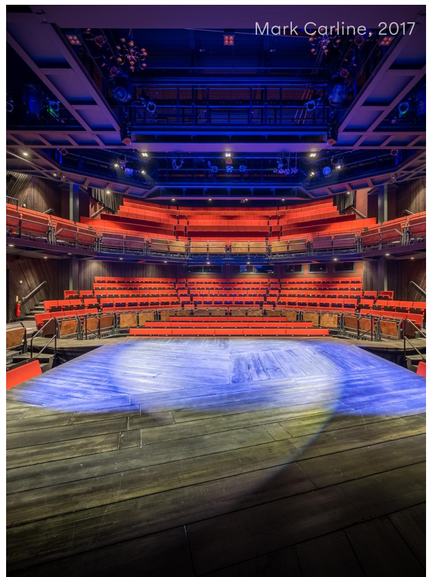


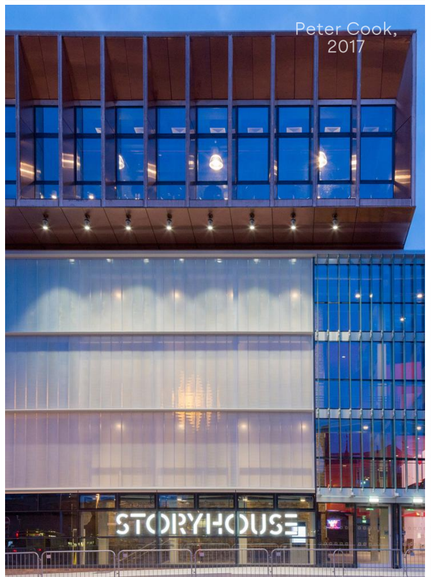














Our Building

The original parts of Storyhouse were constructed as an art deco Odeon cinema in 1936, and have been restored, extended and renovated into a library, two state of the art theatres, a cinema, restaurant, and two bars.

The larger theatre is an 800-seat proscenium arch stage. With state-of-the-art facilities, its auditorium spreads across three tiers: stalls, circle and gallery. This same theatre converts into a 500-seat thrust stage (with the audience wrapping around three sides of the stage). In this format, the auditorium spreads across two tiers, with intimate seating putting the audience right in amongst the action.

On top of the building sits the Garret Theatre and Bar. This 150-seat black-box theatre is a flexible, fully-equipped performance, rehearsal, or workshop space. It is designed to be full of work made by local creative companies, individuals, and community groups, as well as a space we hire to companies and individuals.

The 100-seat boutique cinema is designed to honour the original Odeon's history as a cinema in 1936. With red velvet, soft, sunken seating, it is a beautiful event space.

The library spreads right through the building, with a dedicated family-friendly area (with wet play, storytelling room, and arts and crafts) in The Den and extensive book-stocks covering the walls throughout Storyhouse offering opportunities for studying, learning, and research.

The Role

As a Service Assistant, you will be working in Storyhouse's restaurant, The Kitchen. You will be responsible for assisting customers during their visit, working on a bar, and delivering food to tables.

We are looking for staff who are available to work a mixture of weekdays and during the weekend. Events can run from 8am - 1am, so unsociable hours are common with this role, and flexibility is a requirement. All applicants are required to work weekends and evenings.

Previous barista experience would be preferable for this role. Applicants should be confident preparing and serving a range of hot and cold beverages while delivering excellent customer service in a busy environment.



The Kitchen, 2023, Mark McNulty

Role and Responsibilities

You will

- Greet customers in a professional and friendly manner, offering a high level of service in line with company procedure
- Drive sales of food and beverages
- Comply with all company governance and policies to avoid risk and minimise company liability
- Ensure pristine presentation of all areas of The Kitchen is kept to the highest standard
- Have a good knowledge of all areas of your work environment, from dish ingredients to that day's event line-up
- Be passionate about the shows, films, and events
- Provide a warm and welcoming environment across all sites.
- Make suggestions to guests based on their preferences
- Be passionate about creating memorable experiences for guests
- Work as a member of the Retaurant team at any of our outdoor events, setting up and helping to manage events
- Selling merchandise and consumables to customers on a proactive basis as required
- Being fully conversant with the safe evacuation of customers from performance areas and adopting duties as a fire marshal as required

Skills & Experience

Excellent communication and interpersonal skills

Passionate about presentation and standards

Ability to work as part of a team in a customer-focused environment

Ability to inspire and motivate others

Ability to use own initiative and make quick decisions

Ability to work with a diverse range of people, and support any customers' access needs as required

Experience in a similar role, either in hospitality, customer service, events, or a similar venue

Experience of working under pressure in a busy environment

Experience dealing with customer complaints and resolving problems

Experience working in a customer-facing environment

Barista training (desirable)

Opportunity and Staff Benefits

Title: Service Assistant

Reports to: Restaurant Supervisors

Salary: Meets NMW

Contract: 32 hours per week

Birthday leave

A defined contribution pension scheme or a People’s Pension scheme

Employee Assistance Programme, including Medicash

Cycle to Work and Travel to Work schemes

Discounted gym membership schemes

Complimentary tickets and discounts on food and drink

Application Process

Applicants are asked to submit a cover letter expressing interest in the role and a CV demonstrating relevant experience online at: www.storyhouse.com/jobs/

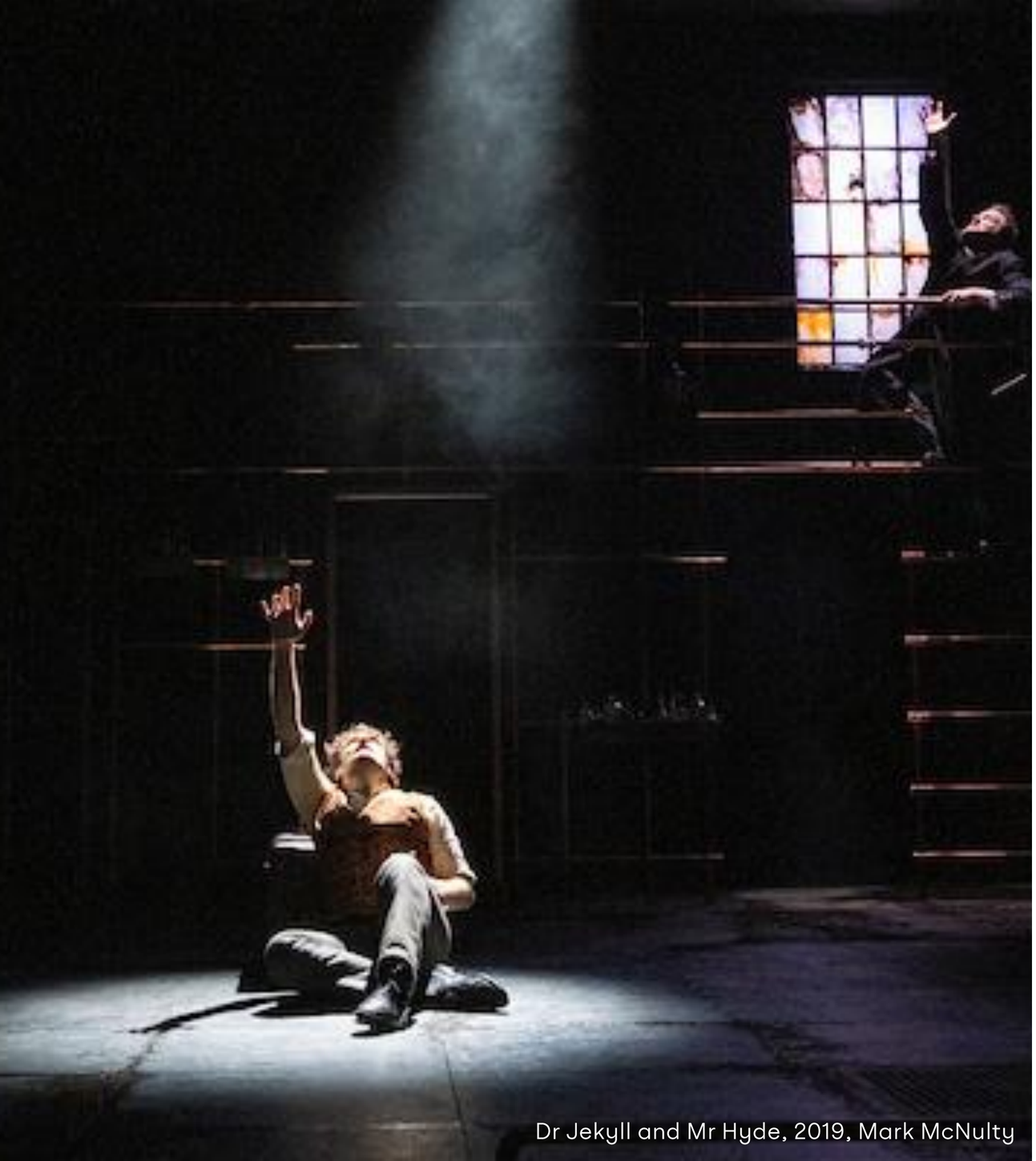
We will review applications and interview suitable applicants as they are received. This role will close early if a candidate is successful before the advertised close date.

For an informal discussion about the role or support in the application process, please contact our Head of People, Emma Hutt at peopleteam@storyhouse.com.

No agencies please.



Faustus That Damned Woman, 2023, Mark McNulty



Dr Jekyll and Mr Hyde, 2019, Mark McNulty

GDPR

Personal Data Notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

STORYHOUSE