

New Diorama Theatre Café & Bar Manager Applicant Information Pack

Here at New Diorama Theatre we're looking for a new Café & Bar Manager to work with us.

The position is central to developing our hospitality operation, overseeing all aspects of Café & Bar management from day-to-day service to strategic development – connecting our artistic mission with excellent customer experience.

In our short history, New Diorama has established a national reputation for our award-winning work on and off stage. Our Café & Bar is an integral part of this, providing a welcoming space for our audiences, artists, and local community throughout the day and evening, from serving morning coffee to post-show drinks.

This means we need someone to manage a busy hospitality and front of house operation serving our year-round programme of original co-productions; visiting companies, community users and hirers; as well as daytime trade from the vibrant work campus we are located on and the diverse local community we serve around Regent's Park.

The Café & Bar is vital to the success of the trading operations of New Diorama Theatre. The Café & Bar Manager will take operational control of, and creatively develop the daytime and theatre audience food and beverage offer, to reflect the operational needs and creative nature of our organisation.

The role offers the right individual the unique opportunity to develop a Café & Bar in the heart of London, for the UK's leading studio theatre. We are looking for someone with management experience in arts or hospitality venues – someone friendly, organised, commercially minded and who takes pleasure in delivering exceptional customer service.

We particularly welcome candidates who are Black, Asian or from the global majority, as well as D/deaf & disabled candidates.

Full details and how to apply are in this pack.

We look forward to receiving your application.



About New Diorama

New Diorama is more than just a theatre - we are a creative home dedicated to transforming the landscape of how independent theatre is created, supported and celebrated.

Since opening in 2010, we have established an award-winning record of commissioning the most exciting, innovative new theatre and as thought-leaders for meaningful artist support and sector development.

Based in the heart of one of the most diverse wards in London, each year we welcome ~20,000 audience members to see innovative productions and provide ~10,000 local residents and community members with access to the arts and creative opportunity.

***'A crucial part of the wider UK theatre ecology and an under-sung hero.'* The Guardian**

Our commissioned work has transferred to the West End and Broadway (Spitlip's Olivier award-winning *Operation Mincemeat*), toured nationally and internationally to prestigious venues including Germany's Schaubühne (Kandinsky's *Trap Street*), and has been broadcast on the BBC (Breach Theatre's *It's True, It's True, It's True*).

Our pioneering artist support programmes reach hundreds of independent companies and freelance artists annually, providing resources and mentorship to progress their practice, careers, and organisational development.

New Diorama is honoured to have received four Peter Brook Awards and ten OffWestEnd Awards for programmed work, been twice named The Stage Awards Fringe Theatre of the Year, also winning their Innovation Prize and the inaugural Critics' Circle Empty Space Venue Award. According to The Stage, New Diorama is the UK's most influential studio theatre.

***'A genuine theatrical phenomenon - a miniature powerhouse.'* The Stage**

New Diorama view excellence, collaboration, inclusion and creative ambition as fundamental principles embedded within all our work, we do not see them as add ons. Access and inclusion is a principle woven into our fabric, shaping the way we work with artists, audiences and our community.

What We're Looking For

We're looking for someone self-motivated, commercially minded and committed to our vision and values. You'll need to be ready to take on full management responsibility for our Café & Bar, including menu development, staff management and development (including our front of house staff and duty managers), stock control, ordering and invoices, Food Hygiene standards, adherence to Health and Safety rules and regulations, management of the budget and setting targets (supported by the Co-CEOs), support the promotion and marketing of the Café & Bar (with the Head of Communications) and ensuring the highest standards of customer service for all our customers.

As always with a small team, we need someone who is able to juggle multiple areas of work, competing priorities and unexpected challenges – and someone who is confident managing both the business and creative aspects of running hospitality within a cultural venue. But you won't be working alone, you'll be supported by the wider NDT Team working together to achieve our mission.

Responsibilities

Financial management: Full responsibility for the profitability of Café & Bar, managing budgets, controlling costs, monitoring revenue and adherence to financial procedures.

Operational management: Oversee all day-to-day operations including service delivery, stock control, supplier relationships and maintaining high standards of food safety and licensing compliance.

Team management: Recruiting, training and managing all Café & Bar staff, front of house staff and duty managers, creating rotas, setting service standards and fostering a positive team ethos aligned with NDT values.

Customer service: Ensuring excellent hospitality that enhances the experience of theatre audiences, local customers and venue hirers.

Theatre support: Working closely with the wider NDT team to ensure FOH staff are briefed on the details of performances and events, support our programme through pre and post-show hospitality and special events.

Business development: Identifying opportunities to grow the Café & Bar business, developing new offerings and building relationships within our local community.

Key Skills and Experience

Management experience in hospitality: Track record in café, bar, restaurant or similar venue management with demonstrable impact on business performance.



Team management: Experience managing and developing hospitality teams, including recruitment, training, performance management and creating positive working culture.

Commercial acumen: Strong understanding of hospitality business fundamentals including cost control, revenue and financial reporting.

Customer focus: Genuine passion for delivering exceptional customer experiences and building loyal customer relationships.

Licensing and compliance: Personal Licence holder (or commitment to obtain) with knowledge of food safety, licensing laws and health & safety requirements.

Key Information

Job Title: Café & Bar Manager

Salary: £30,000 per annum

Contract: Full-time, permanent

Hours: 40 hours per week including evenings and weekends to align with theatre programming. There is some flexibility in hours, with Time Off In Lieu available.

Probation: 3 months

Location: New Diorama Theatre, 15-16 Triton Street, Regent's Place, London NW1 3BF

Reports to: Co-CEOs

Leave: 20 days pa (exclusive of statutory and public holidays and 2 week closure over Christmas period).

Benefits:

- Pension Scheme
- Flexible Working
- Employee Assistance Program provided by Wellbeing in the Arts
- Health & Wellbeing Contribution
- Mobile Phone Contribution
- Free Tickets to NDT Shows
- Subsidised Food & Drinks from the NDT Cafe

How To Apply

Please send your CV and a brief covering letter (no more than two pages of A4) explaining why you'd like to work for NDT and how your experience fits what we're looking for, to hello@newdiorama.com with NDT Café & Bar Manager as the subject.

The deadline for applications is midday on **Monday 28th July**. All applications will be acknowledged. Interviews will be held in-person on **Tuesday 5th** and Thursday **7th August**.

Access



Please contact our General Manager on hello@newdiorama.com if you have any access needs that you'd like to discuss either around this application process or the role itself. We're open to applications being made in different formats and can provide support at interview stage also.