

JOB DESCRIPTION

Job Title:	Hospitality Manager – New Theatre Peterborough
Responsible to:	Theatre Director
Place of Work:	New Theatre Peterborough
Hours of Work:	40 hours a week, including some evenings and weekends.
Salary:	£28,000 to £32,000 per annum
Contract:	Permanent Contract
Pension:	Company Pension Scheme available
Probation:	6 months
Start Date:	To be agreed

Selladoor Venues operates the New Theatre Peterborough, as well as the Queen's Theatre in Barnstaple and The Landmark in Ilfracombe. Primarily a theatre operating business, a pivotal aspect of Selladoor Venues' success is the professional delivery of a first-class hospitality and events business. The role of Hospitality Manager will be responsible for the smooth operation of the Hospitality and Front of House departments within the venue. This includes all Front of House operations, customer service, ushering, bars and food service.

As a relatively new venue for Selladoor, this position will enjoy the responsibility of being the main on-site driver of the set-up and implementation of a new-look Hospitality Department with the support of the on-site Theatre Director and central Hospitality Director. The successful candidate will build on the strong team in place, delivering exceptional food and drink for all occasions, including pre-show bars and dining, events, conferences and private functions. Driving commercial success, ensuring operational efficiencies and delivering excellent customer service will be the central priorities. At all times, act as an ambassador for the Company and venue.

Whilst Selladoor may be essentially a theatre company, we believe that Selladoor's hospitality is as important and has the same profile as our theatre operations and must be part of the ethos of Selladoor venues from day one. Thus, the ideal candidate will have experience in delivering and growing food & drink, events and excellence in customer service in a theatrical environment. Everything that happens in our venues is all part of the show, and we strive to ensure our visitors have a wonderful "total customer experience".

Key Responsibilities

Business Development

- Maintain a positive and professional working relationship with all suppliers, ensuring best quality products, best value for money and continuous product development is achieved;
- Stay up to date with changes in legislation in food hygiene, licensing laws and relevant health and safety regulations. Ensure the venue and staff are operating within licensing and legal boundaries at all times;
- Guide the business so that it becomes eligible for membership of appropriate trade associations;
- Source, create and propose new business opportunities for the venue to develop and grow the business in a positive manner, including outbound sales calls, the creation of event concepts and converting inbound enquiries;
- Work within the broad boundaries of the Selladoor Venues group, ensuring that new proposals are beneficial to the wider brand and sit within the group's business development plan;
- Work closely with the Marketing department to positively communicate with our audiences and promote business.

Line Management, Recruitment and Training

- Working with the Theatre Director and in line with the venue budget, recruit FOH and Hospitality team members where necessary;
- Recruit, train and manage the volunteer team, working within legal boundaries and ensuring high standards are maintained at all times;
- Ensure staffing levels are appropriate to business needs and manage schedules accordingly;
- Ensure that all team members are fully trained in all appropriate procedures including, but not limited to, customer service, cash handling, administrative procedures and service standards;
- Working with the Director of Hospitality and Theatre Director, input into the creation of thorough training programmes and implement within your teams

Operations

- Full responsibility for all FOH and Hospitality aspects of the business, including planning, management and delivery;
- Ensure that all theatre bars and restaurants/cafes are operated in a manner that is both professional and profitable so as to fulfil Selladoor's service standards and meet all business targets;
- On a rota basis, act as Duty Manager for the venue, taking full responsibility for the smooth running of the event, venue security, customer, staff and visitor safety;

- Ensure that internal audits are carried out as requested and in a timely and professional manner;
- Maintain accurate stock sheets and carry out regular counts as and when required;
- Maintain the venue till operations including updating screens, reporting any faults and management of staff access;
- Drive the venue team in their implementation and improvement of all Company procedures and policies.

Customer Service

- Working with the Theatre Director, maintain customer service standards that, when met, will guarantee the delivery of excellence in all aspects of customer service;
- Report on feedback received from mystery shopper reports and create plans for improvements where necessary;
- Act as 'the face of' the Company and venue at all times and respond to all customer enquiries, feedback or complaints in a professional manner, representing the Company appropriately.

Environmental Impact & Ethics

- Working with your teams and the Theatre Director, ensure that all waste products generated by Hospitality and FOH activities is disposed of in a manner which meets our "zero to landfill" criteria and contributes to Selladoor Venues' aim to reduce the use of plastics as much as practicable;
- Vet potential suppliers' ethical and environmental policies and methods of operation, ensuring that we only work with suppliers who have an approach to the environment in line with Selladoor Venues'.

Finance

- Contribute to the preparation of annual budgets and forecasts;
- Ensure that venue teams are well trained in financial reporting tools, and that their output is accurate and reliable;
- Review and scrutinise management accounts prior to their publication, ensuring accuracy and that an informative commentary is supplied in a timely manner;
- Ensure that cash handling and "end of day" procedures are followed and deliver tight controls, are understood and being delivered the venue at all times.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities. In consultation and agreement with you, this Job Description may also be amended at any time.

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