

JOB DESCRIPTION

Job Title:	Hospitality Manager – Queens Theatre & The Landmark, North Devon
Responsible to:	Theatre Director
Place of Work:	Hours to be shared between the Queen's Theatre Barnstaple and The Landmark Ilfracombe
Hours of Work:	40 hours a week, including some evenings and weekends.
Salary:	£28,000 to £33,000 per annum
Contract:	Permanent Contract
Pension:	Company Pension Scheme available
Probation:	6 months
Start Date:	ASAP

Selladoor Venues operates both the Queens Theatre in Barnstaple and The Landmark in Ilfracombe. Due to the proximity of these two venues, they are seen as one operation, with our teams working across both. A pivotal aspect of Selladoor Venues' success will be 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 in both North Devon venues. This includes all Front of House operations, customer service, ushering, bars and food service.

As a new venture for Selladoor and, reporting initially to the Director of Hospitality, 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. The successful candidate will work to build a strong team, delivering exceptional food and drink for all occasions, including pre-show bars and dining, events, conferences and daytime cafés/bistros. 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 venues.

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 are 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 venues 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 venues to develop and grow the business in a positive manner;
- Work closely with the Marketing department to positively communicate with our audiences and promote business.

Line Management, Recruitment and Training

- Working with the Director of Hospitality and in line with the venue budget, recruit FOH and Hospitality team members where necessary;
- 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, 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;
- 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 teams in their implementation and improvement of all Company procedures and policies

Customer Service

- Working with the Director of Hospitality, 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 venues 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 Director of Hospitality, 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 at each venue at all times.