

JOB DESCRIPTION

Job Title:	Deputy Hospitality Manager – Queen’s Theatre & The Landmark, North Devon
Responsible to:	Hospitality Manager
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:	£23,500 per annum
Contract:	Permanent Contract
Probation:	6 months
Start Date:	ASAP

Selladoor Venues operates both the Queen’s 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 Deputy Hospitality Manager will take responsibility for the day-to-day operation of the Hospitality and Front of House departments in both North Devon venues. Under the guidance of the Hospitality Manager, this includes all Front of House operations, customer service, ushering, bars and food service. As Selladoor actively operate cross-departmental working, this role also offers service to our visitors in the guise of ticket sales, utilising our intelligent ticketing system.

As a relatively new venture for Selladoor Venues, the successful candidate will work with the Senior Management Team 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;
- Work within guidelines to promote the business towards eligibility for membership of appropriate trade associations;
- Input into the growth of the business by proposing new opportunities for the venues in a creative manner;
- Consistently promote the venues and the Company in a positive manner, acting as an ambassador.

Line Management, Recruitment and Training

- Working with the Hospitality Manager 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;
- In conjunction with the Hospitality Manager's training plan, 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.

Operations

- Deputise for the Hospitality Manager when required;
- Act as Duty Manager for the venues when required, on a rota basis, taking full responsibility for the safety of the venue, its patrons, staff and visitors;
- 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 all bars and food production areas are operating in line with current legislation, Company policies and EHO recommended practices;
- Understand and operate the venue's ticketing system including reserving & booking tickets for patrons, complying with all cash handling procedures and PCI compliance;
- Assist with internal audits as requested and in a timely and professional manner;
- Maintain accurate stock sheets and carry out regular counts as and when required;
- Understand the venue till operations in order to update screens, detect any faults and manage staff access;
- Drive the venue teams in their implementation and improvement of all Company procedures and policies.

Customer Service

- Working with the Hospitality Manager, maintain customer service standards that, when met, will guarantee the delivery of excellence in all aspects of customer service;
- Utilising the feedback received from mystery shopper reports, work to make improvements where necessary;
- Assist with all enquiries from customers and stakeholders, including offering directions, the sale of tickets via the venue's ticketing system and details of our services;
- Act as 'the face of' the Company and venues at all times and respond to all customer enquiries as per the venue policy, in a professional manner, representing the Company appropriately.

Environmental Impact & Ethics

- Working with your teams and the Hospitality Manager, ensure that all waste products generated by Hospitality and FOH activities are 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;
- Use only recommended suppliers as per guidance from the Hospitality Manager.

Finance

- Contribute where required to the preparation of annual budgets and forecasts;
- Support the venue teams with financial reporting tools, and oversee that their output is accurate and reliable;
- 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.

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.

Please visit our website selladoor.com/about/jobs to apply.
Closing date: 17 June 2019