

Hospitality Manager

BROMLEY
CHURCHILL THEATRE

Job Description

Person Specification

version January 2019

The Churchill Theatre is one 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

The Churchill Theatre in Bromley has been one of the South East's leading live entertainment venues, welcoming over 150,000 customers through its doors every year.

An eclectic programme features a popular array of top-quality musicals, drama, comedy, dance, family shows, one night events, and world-class pantomime. The theatre is proud to present many 'Bromley Premiere' shows, allowing audiences to see brand new productions prior to the West End or National tour.

Employment type: Part time, permanent.

Salary: Up to £10,200 per annum p.a. dependent on experience, ability and potential.

Hours: 16 per week normally 2 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.

Work location: You will be based at The Churchill Theatre and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: The post holder will be responsible for maximising income potential and controlling overheads in order to achieve financial targets in all areas related to the theatre patron journey and additional hospitality events.

Our ideal candidate: Strong leadership and organisational skills, the desire and ability to make a difference and passion for the hospitality and theatre industry.

How to apply: Download an application form from www.churchilltheatre.co.uk and send with a covering letter to careers@churchilltheatre.co.uk telling us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

Closing date: Thursday 7 February 2019, 5pm

REPORTING

You will report directly to the Hospitality General Manager.

The posts you will line manage in this role include Team Leaders, Casual FOH Hosts, Volunteers.

KEY ACCOUNTABILITIES

Operations and Health & Safety

1. Support in the effective management of all elements of the patron journey, including but not limited to the restaurant, the bars & kiosks, the auditorium and the FOH toilets, ensuring that areas are maintained to a high, appealing standard and that all equipment is kept in good order and to high standards of hygiene and Health and Safety.
2. Ensure adherence to all licensing conditions, health and safety regulations and any other legislation applicable to the post holders accountabilities.
3. Manage all Hospitality cash handling, in line with company procedures, banking all income, reconciling petty cash and managing the hospitality floats and change supply.
4. Ensure the delivery of excellent customer service standards as outlined in the HQT&H GEM reports.

Finance and Administration

1. Implement sales schemes and techniques to drive hospitality income and achieve budgeted sales targets.
2. Continually review and develop products, investigate new retail trends and opportunities to enhance the customer experience and support achievement of budgeted sales targets.
3. Support in the development and implementation of effective stock management processes, minimising wastage and loss, maintaining a suitable stock level appropriate to the demands of the business
4. Ensure food, liquor and kiosk stock takes are completed on the 1st of each month.

Events

1. Accountability for the successful organisation and delivery of events in conjunction with the Hospitality General Manager.
2. Ensure the timely organisation and handover of menu choices to the kitchen team for specific events.

Staff Management

1. Recruit, induct, train, manage and support all direct reports by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.
2. Ensure objectives are set for all direct reports, deliver ongoing training & development and ensure staff appraisals are formally completed and recorded using company guidelines.
3. Ensure all direct reports are aware of service standards and receive effective and consistent training to enable them to deliver an excellent service at all times.
4. Ensure effective communication across departments, both within hospitality and theatres.
5. Undertake team meetings as deemed appropriate to ensure key objectives are delivered.

Other Duties and Responsibilities

1. To liaise and communicate regularly with all other departments to ensure a safe and effective operation.
2. Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.
3. Share of duty management responsibilities over a 7-day week.
4. The post holder will carry out any other duties as appropriate to the post and as required by the Hospitality General Manager, General Manager or Theatre Director.

Recruitment, Training and Development

1. Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

1. Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
2. Attend and, if required, note take meetings as required.

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.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

ESSENTIAL

Skills:

1. Excellent innovation & creativity skills
2. Excellent action planning & organisational skills
3. Excellent numeracy skills & robust commercial awareness
4. Proven ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.
5. Excellent leadership skills
6. Intermediate IT skills in Excel, Word and Outlook

Knowledge:

1. In depth knowledge of relevant Food Safety and Food Hygiene procedures
2. A good understanding of Health & Safety

Experience:

1. Experience of working with financial accounts, with a proven track record in financial performance
2. Experience of working in a relevant hospitality environment, including stock and cash handling
3. Relevant event management experience
4. Relevant duty management experience
5. Experience of successful staff management including recruitment, appraisals, training & development and work performance.

DESIRABLE

Training:

1. Food Safety Management (Level 2)
2. Premises License Management (Personal License Holder)
3. First Aid (Emergency Response)