

# Assistant Hospitality Manager

Job Description  
Person Specification

July 2021

# Assistant Hospitality Manager

Swindon Theatres

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**HQ Theatres** is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

**Swindon Wyvern and Arts Centre** are two of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The **Wyvern Theatre** (635 seats) and **Arts Centre** (224 seats) are exciting places to work. Both venues offer a mixed programme of concerts, comedy, dance, drama, musical theatre and local amateur productions. We also host a wide range of hospitality and dining events throughout the year and hire our spaces for conferences, private parties and weddings. We are extremely proud of our venues. Our teams enjoy working in an ever-changing environment with people who have true passion and dedication. If you're looking to work in unique surroundings and in a role that allows you to drive your interests and ambitions forward, we may have just the job for you!

<b>Employment type:</b>	Full Time
<b>Salary:</b>	£25,000 p.a.
<b>Hours:</b>	40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
<b>Work location:</b>	You will be based at the Wyvern Theatre and Swindon Arts Centre and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
<b>Purpose of the role:</b>	The Assistant Hospitality Manager will have strong leadership skills, the desire and ability to make a difference, passion for the hospitality industry and solid organisational skills. They will assist the Hospitality Manager to drive income by setting clear SPH targets, evolving the dining experience, staff training and ensuring the highest customer care standards are met.
<b>Our ideal candidate:</b>	A well-presented professional with a proven track record in a busy hospitality environment who takes pride in providing excellent customer care.
<b>Closing date:</b>	Fri 23 July 2021 12pm
<b>How to apply:</b>	Please complete an Application Form available at <a href="http://swindontheatres.co.uk">swindontheatres.co.uk</a> and submit with a covering letter to <a href="mailto:laura@wyvernthatre.org.uk">laura@wyvernthatre.org.uk</a> with the subject title 'Assistant Hospitality Manager'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report to the Hospitality Manager.

The posts you will line manage in this role include casual Duty Managers and the casual Hospitality Team Members.

## KEY ACCOUNTABILITIES

### Operations

- In conjunction with the Hospitality Manager, oversee the management of the Hospitality operations, including the bars, restaurant, programme of dining events and corporate and private hires, to ensure they are delivered to the highest standards of presentation and quality.
- Focus on in-house and company service standards and ensure staff deliver these at all times by implementing effective and consistent training plans.
- Ensure casual and hospitality departmental rotas are written to the budgeted variable wage cost.
- Ensure rotas are monitored on a daily basis to ensure correct staffing levels are maintained.
- Publish rotas one month in advance, subject to change in sales/attendance figures.
- Oversee and manage programming, updating and maintenance of the venue tills and pre-order app, ensuring any problems are efficiently dealt with as they arise, and in optimum time.
- Manage and oversee the restaurant and bars whilst supporting the Hospitality department in conjunction with the Hospitality Manager.
- Implement sales schemes and techniques to drive hospitality income and achieve budgeted sales targets.
- To review products, new retail trends and opportunities to enhance the customer experience.
- Ensure food, liquor and kiosk stock takes are completed each month.
- Adhere to group stocking policy, price banding and de-listing of old products where necessary in order to ensure the venues gross profit margins are met.

### Customer Satisfaction

- In conjunction with the Hospitality Manager, leading the Hospitality teams to deliver and imbed HQT&H's customer service training programme, including HQT&H's vision and values.
- Oversee the review of all mystery shopper reports to ensure consistently high levels of customer service are maintained within the hospitality team.
- Oversee all customer feedback relating to hospitality operations, working with your direct reports to investigate and respond appropriately, and sharing, where required, with other colleagues to improve the service standards.

### Events

- Accountability for the successful organisation and delivery of events in conjunction with the Hospitality Manager.

- Working with the marketing department, ensure each event reaches the ticket sales target. If below budgeted target, create an action plan to ensure it is met.
- Ensure the timely organisation and handover of menu choices to the kitchen team for specific events.

## Health & Safety

- Ensure adherence to all licensing conditions, health and safety regulations and any other legislation applicable to the hospitality operation.

## Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.
- Ensure all staff are aware of service standards and receive adequate training to enable them to deliver an excellent service at all times.
- Ensure effective communication across departments, both within hospitality and theatres.
- Undertake team meetings as deemed appropriate to ensure the above key objectives are delivered.
- Manage, train and support casual staff by adopting a hands-on approach to all aspects of operational responsibility.

## Other Responsibilities

- Working alongside all senior managers and as a key member of the management team, ensure business objectives are achieved through effective joint working.
- Where operational responsibilities cross into theatre departments, ensure effective communication and support clear procedures. Create and sustain positive cross-departmental working relationships.
- Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.
- Act as Duty Manager for Hospitality events and for theatre events.
- The post holder will carry out any other duties as appropriate to the post and as required by the Hospitality Manager, General Manager or Theatre Director.

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:

### Experience

- Management experience in a relevant hospitality environment.
- Relevant Event Management experience.
- Experience of successful staff management including recruitment, appraisals, training & development and work performance.
- Experience of hospitality related H&S procedures.
- Previous experience of stock and cash handling and relevant controls.

### Skills

- Ability to work effectively as part of a team.
- Excellent interpersonal skills.
- Excellent written and verbal communication skills.
- IT skills including a basic competency in Word and Excel.

### Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Proven ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.

### Other

- Highly presentable with a pro-active approach to maintaining excellent customer service.

### Desirable

- Formal intermediate management qualification.
- Formal training to assist in delivery of staff training e.g. 'Train the Trainer'
- Experience in sales and marketing
- Experience in a multi-functional catering operation