

# Hospitality Manager

Job Description  
Person Specification

July 2021

**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!

**Employment type:** Full Time

**Salary:** £30,000 p.a.

**Hours:** 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.

**Work location:** 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.

**Purpose of the role:** As leader of the Hospitality team, you will have overall responsibility for ensuring the highest standards for all hospitality activity, including the in-house restaurant and bars, as well as bespoke dining events and private functions. This will be achieved through the implementation of the business' hospitality strategy, developed in collaboration with the Theatre Director and Senior Management Team, and implemented and driven by you and your team.

**Our ideal candidate:** You will have a genuine passion for delivering an exceptional hospitality offer and first class customer experience. To achieve this, you will inspire and lead a team to meet, and exceed, budgeted targets, with customer care at the heart of your department's work. The candidate must be adaptable and forward-thinking, with creative flair and meticulous attention to detail.

**Closing date:** Fri 23 July 2021 12pm

**How to apply:** Please complete an Application Form available at [swindontheatres.co.uk](http://swindontheatres.co.uk) and submit with a covering letter to [laura@wyverntheatre.org.uk](mailto:laura@wyverntheatre.org.uk) with the subject title '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 General Manager.

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

## KEY ACCOUNTABILITIES

### Strategic

- With the General Manager, development of annual Hospitality business plan and budget, with clearly set out expected profit and service targets.
- In conjunction with the General Manager and Marketing & Sales Manager, preparation and execution of a comprehensive annual Hospitality marketing plan.

### Financial

- Monthly and quarterly monitoring of progress against business plans and budgets, with monthly reports of variances against budget, and other associated reports as required.
- Investigation of shortfalls or overspends against target, and development of agreed measures to rectify variations, so that overall budgetary targets are realised.
- Oversee the implementation of HQ Retail Tariffs and stocking procedures.
- Oversee the management of reliable systems for customer transactions and reconciliation.

### Operational

- 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.
- In conjunction with the General Manager, manage the event programme, including promoting, executing and delivering each event.
- Undertake a share of duty management responsibilities over a 7-day week.
- In conjunction with the Front of House manager, provision of appropriate staffing levels on budget for all Front of House and Hospitality events.
- With the Technical and Buildings Manager and Front of House Manager, ensure all Front of House and Hospitality areas, and their décor, are maintained to a high, appealing standard, and that all equipment is kept in good order.

### Customer Satisfaction

- 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.

## **Recruitment, Training and Development**

- Recruitment, induction, training and performance development and monitoring (including setting and monitoring of personal targets) of direct reports, so as to ensure their full contribution to the achievement of business and service targets.
- Undertake any relevant training and development that may be required, and to keep abreast of relevant industry developments.

## **Health & Safety**

- To understand and have an excellent knowledge of managing all current Health & Safety legislation, licensing regulations and Food Hygiene legislation.
- Leading the venues to ensure they score highly on all environmental health audits, food safety audits, and meet the requirements of the company's food safety management system.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

## **Other Responsibilities**

- Act as a key holder of the building, ensuring smooth and safe operations and security procedures are maintained.
- Dress in accordance with Company uniform policy, and wear protective clothing where issued and instructed.
- 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:

### Experience

- Venue management, delivering a variety of activities and working with multiple teams.
- A record of successful leadership in a demanding catering, hospitality or live events organisation.
- Senior level manager experience, and robust hospitality knowledge, including strategic planning, food and beverage management, hospitality event delivery, the development of quality customer care strategies and pricing strategies.
- Experience of successfully managing relationships with a broad range of stakeholders, e.g. local authority, suppliers, promoters and corporate and community partners.
- Experience of hospitality related H&S procedures.
- Experienced in risk assessment writing and review.

### Skills

- Strong budgetary and financial acumen including all aspects of budget writing, P&L control, invoice processing, analysis and reporting.
- At least intermediate level of Outlook, Word and Excel.
- Strong people skills, with the ability to inspire and develop a team of full time direct reports, and additional part-time and casual staff.
- Ability to work effectively as part of a team.
- Able to work in a very fast -paced environment, and manage priorities.
- Strong customer service focus, with a genuine interest in delivering the best possible experience for the customer – from their initial contact through to departure.

### Qualifications

- Minimum of Level 2 Food Hygiene certificate holder.
- Food Allergy certificate holder.

### 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.

## Other

- Willing to agree to appropriate Data & Barring Service (DBS) background checks.

## Desirable

- Previous experience of running a multi-unit site with differing food and beverage offers (bars, restaurants, dining events and corporate hires).
- Experience of marketing events, sales analysis and tactics.
- A proven theatre professional.
- A formal degree or equivalent in management, hospitality or arts.
- Formal training to assist in the delivery of effective staff training, i.e. Train the Trainer.
- Personal licence holder and experience of being a designated premises supervisor.
- First Aid at Work certification.
- IOSH Managing Safely certification.