



Landmark Theatres
Job Description – Hospitality Supervisor

Job Title:	Hospitality Supervisor
Responsible to:	General Manager
Place of Work:	Queen's Theatre, Barnstaple and Landmark Theatre, Ilfracombe
Hours of Work:	Annualised hours (2080 per annum)
Salary:	£24,024 per annum
Contract:	Permanent Contract
Pension:	Company Pension Scheme available
Probation:	6 months and 1 months' notice
Start Date:	As soon as possible

About Landmark Theatres:

LANDMARK THEATRES is a community embedded National organisation designed to deliver the highest quality theatre to the widest possible demographic in the least culturally engaged places in England.

The idea for Landmark Theatre Ltd was born before the pandemic, which has served to make it more urgent. The theatres, some of whom have previously been closed or in difficulty under previous administrations, have been through a transformation over the past 2 years. Previously named Selladoor Venues, Landmark Theatres is now moving forward with an ambitious new model for operating. We are building a new producing theatre organisation outside London – for the first time in a generation. This community embedded new national



organisation is designed to deliver the highest quality theatre by for and with the widest demographic in the least engaged places in England. Funding from Arts Council is a great vote of confidence in our potential to deliver to areas previously underinvested in culturally.

We are headquartered at the Queen's Theatre, 100 Boutport Street Barnstaple and currently we work in North Devon and in Peterborough. We look forward to working with our national, regional, and local partners and most of all with the artists and communities in our places – to deliver measurable economic benefit, improve health and well-being and first and foremost to empower talent and create and curate exceptional work.

The Arts Council's investment of £3million over the next three years will ensure that Landmark Theatres can deliver an ambitious artistic mission, driving quality work, inspiring, and developing new talent for and with the audience we serve across North Devon and Peterborough.

This is an organisation with the huge ambition necessary to tackle disproportionality.

The business will complete transitioning to a charitable company to coincide with the negotiation of our funding agreement with ACE. The company has strong foundations in generating income as commercially driven businesses, driving trade and strong attendance. But newly found relationships with key stakeholders such as the Arts Council England have broadened the companies' ambitions against their Let's Create Strategy.

Landmark Theatres Ltd is committed to being a diverse and inclusive organisation and we are keen to make our workforce more representative of different backgrounds and experiences of the communities we serve. We work to remove barriers and pride ourselves on giving opportunities to people from all walks of life and all class backgrounds. We welcome applications from people who are under-represented in our organisation. These include those who identify as LGBTQIA+, D/Ddeaf, disabled, those who are early in their careers or come from groups who experience racial inequality.



We are committed to protecting the privacy and security of your personal information. If you would like to see a copy of our privacy notice please write to karen.harding@selladoorvenues.com

Landmark Theatres Ltd is committed to safeguarding the welfare of participants and partners. Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013).

About the Role:

Landmark Theatres operate both the Queen's Theatre, Barnstaple and the Landmark Theatre, Ilfracombe, with our teams working across both. A pivotal aspect of Landmark Theatres success will be the professional delivery of a first-class hospitality and events business. The role of the Hospitality Supervisor will be responsible for the smooth operation of the hospitality and front of house functions of the venues. The Hospitality Supervisor will lead on all public facing operations focusing on our reputation for excellent customer care and experience by delivering exceptional front of house management of our programme of shows and activities. Providing leadership and guidance for the hospitality department on a daily basis while ensuring the smooth running of shows, events and the Landmark Café .

Key Responsibilities

Business Development

- Ensure the venue and staff are operating within licensing and legal boundaries at all times;
- Input into the growth of the business by proposing new opportunities for the venue in a creative manner;
- Consistently promote the venue and the Company in a positive manner, acting as an ambassador.

Line Management, Recruitment and Training

- Direct, supervise and motivate the team in order to achieve business targets;
- 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

- Take full responsibility when on duty for the service provision of cafés, bars and events, including assisting in the kitchens when required, cleaning and serving;
- Managing show running ensuring that shows start on time and run in the required manner.
- Ensure compliance with all licensing and health & safety legislation.
- 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;
- 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;
- Assist with stock counts as requested;
- Understand the venue till operations in order to update screens, detect any faults and manage staff access.

Customer Service

- Maintain customer service standards that, when met, will guarantee the delivery of excellence in all aspects of customer service;
- 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;
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- Act as 'the face of' the Company and venue at all times and respond to all customer enquiries as per the venue policy, in a professional manner, representing the Company appropriately.

Finance

- Ensure that "end of day" procedures are followed and deliver tight controls.
- Reconciliation of petty cash.

Essential knowledge and attitudes

- Knowledge of licensing, health and safety and food hygiene regulations and experience of implementing and monitoring safe working practices
- An affinity for the mission, vision and work of Landmark theatres and a passion to help achieve our theatres success.
- An understanding of the local community including how we can be inclusive and supportive of their needs if us as a community asset.

- A demonstratable commitment to creating an inclusive and welcoming work environment.
- A positive attitude with high level of self-motivation and ability to work using your own initiative taking personal responsibility and resolving issues independently.
- An understanding of equal opportunities and cultural diversity issues in the delivery of our services including an understanding of access and disability requirements
- Must have flexibility in relation to duties and working hours which will require evenings and weekends.
- Experience in hospitality.

Desirable

- Experience of ticketing systems, sales and box office related activities including the use of Spektrix box office system
- Qualifications in first aid, fire marshal & health and safety
- Experience of delivering access requirements for visitors
- Personal license holder

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. In consultation and agreement with you, this Job Description may also be amended at any time.



Please forward a completed application form to
jobs@landmarktheatres.co.uk putting in the subject header your name
the role applied for. Closing date Friday 25th August 2023 at 5pm–
Interviews to be confirmed.