

JOB DESCRIPTION

Job Title:	Hospitality Supervisor – 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:	Subject to variation to meet business requirement.
Contract:	Casual

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 Hospitality Supervisor is to act as the on-the-floor connection between Customer Service Assistants and the senior management team, whilst supporting the department with operational duties. 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.

The post will work towards delivering exceptional food and drink for all occasions, including pre-show bars and dining, events, conferences and daytime cafés/bistros. Ensuring that the day-to-day running of all spaces is efficient and that all areas are operated to a high standard. 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

- Ensure the venues 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 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

- Direct, manage 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

- 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;
- 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;
- 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;
- 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;

Finance

- Contribute where required to the preparation of annual budgets and forecasts;
- 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.

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