

JOB DESCRIPTION

Job Title:	Hospitality Supervisor – Queen’s Theatre Barnstaple & Landmark, Ilfracombe
Reporting to:	Hospitality Manager
Place of Work:	Queen’s Theatre Barnstaple & Landmark, Ilfracombe
Hours of Work:	Annualised hours contract
Salary:	£22,880
Contract:	Full time
Start Date:	ASAP

About Selladoor Venues

Selladoor Venues are a group of exceptional regional venues with a shared mission of developing local talent, presenting first class work, producing work of national and international importance – and being a theatre for everyone within their communities. The venue group comprises the Queen Theatre, Barnstaple (650 seats), Landmark Theatre, Ilfracombe (450 seats), the New Theatre Peterborough (1,100 seats) and the Key Theatre Peterborough(112 & 360 seats) . The group has ambitions of growing and federating more buildings with a similar approach and ethos – and is putting together a team of strong-minded leaders to build a business of excellence in venue management with a firm eye on growth and development.

The business will be transitioning to a charitable company (Landmark Theatres Ltd) and building on its foundations of presenting top quality theatre to its local audiences. 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 – and the business now has a strong need and argument for regular public subsidy.

Selladoor Venues 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 of 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 allison.jones@selladoorvenues.com

Selladoor Venues 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

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 cash handling and "end of day" procedures are followed and deliver tight controls, are understood and being delivered at the venue at all times.
- Reconciliation of petty cash.

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.

Reviewed: 10/03/2022 MF