

Hospitality General Manager



Job Description
Person Specification

June 2019

The White Rock is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

The White Rock Theatre is situated in a commanding position on the Hastings' shoreline and presents a tremendously varied programme of theatre, concerts and live entertainment including an annual spectacular pantomime. WRT's café and foyers enjoy stunning views of the Hastings' coastline and the newly refurbished Hastings' Pier.

To complement productions on the main stage, events are simultaneously programmed in our Studio and our café Lounge. The Lounge and Bars are versatile spaces for tailored pre, interval and post show hospitality and standalone events, including dining events, parties, meetings and conferences.

The recently launched café is a casual dining concept serving street style food to customers pre-show.

- Employment type:** Full Time
- Salary:** c. £28,000 - £30,000 p.a. dependent on experience, ability and potential.
- Bonus potential:** You will have the opportunity to earn a performance-related discretionary bonus of up to 5% of your basic salary, linked to successful achievement of agreed objectives.
- 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 White Rock Theatre, Hastings and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The White Rock Theatre is a vibrant, multi-use venue, boasting impressive Sea Views from all of the Hospitality Spaces. We offer an eclectic program of Studio and Main House Theatre Events. As a member of the Senior Management Team you will have overall responsibility for ensuring the highest standards for all Hospitality and Front of House activities, including the newly refurbished in-house Café and bars as well as bespoke dining events and private functions. This will be achieved through the implementation of the business' Hospitality strategy, which you will help to develop and expand alongside the Senior Management Team.
- The successful applicant will be required to comply with our Data & Barring Service (DBS) Check procedures.
- Our ideal candidate:** Will have a genuine passion for and experience in the Hospitality industry and will inspire and lead a team to achieve aspirational targets. With customer care at the heart of their work, the successful candidate will be hardworking, organised and a dedicated professional. The candidate must be adaptable and forward-thinking, with creative flair and meticulous attention to detail.

Hospitality General Manager

White Rock Theatre

- For an informal discussion contact:** Gavin Shuman, Theatre Director
01424 462283, gshuman@whiterocktheatre.org.uk
- Closing date:** Wednesday 5pm 26th June 2019
Interviews will take place on Tuesday 2nd July
- How to apply:** Send a completed application form telling us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board. Please send to gshuman@whiterocktheatre.org.uk

REPORTING

You will report directly to the Theatre Director

The posts you will line manage in this role include the Head Chef, Deputy Hospitality Manager, Duty Managers and Housekeeping.

KEY ACCOUNTABILITIES

Strategic

- With the Theatre Director, development of Hospitality and Front of House annual business plans and budgets, with clearly set out expected profit and service targets.
- In conjunction with the Marketing & Sales Manager, preparation and execution of a comprehensive annual Hospitality marketing plan.
- Work closely with HQ Theatre & Hospitality (HQT&H) colleagues to investigate, develop and propose new initiatives and business opportunities for Hospitality and Front of House services.

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 costing of services and products and the provision of appropriate price structures based on HQ core tariffs.
- Oversee the management of reliable systems for cash handling, maintain effective safe procedures and control float fluctuations.

Operational

- Oversee the management of the Hospitality and Front of House operations, including the bars, café, programme of dining events and corporate hires to ensure they are delivered to the highest standards of presentation and quality.
- To manage the event programme, including devising, designing and promoting each event and overseeing their successful delivery.
- To understand and have an excellent knowledge of managing all current Health & Safety legislation, Licensing regulations and Food Hygiene legislation.
- Leading the venue to ensure it scores highly on all environmental health audits, food safety audits and meets the requirements of the company's food safety management system.
- To manage the theatre diary, to ensure use of all ancillary spaces are maximised, supporting the theatre's community and commercial objectives.
- Provision of appropriate staffing levels on budget for all Hospitality and Front of House events.

- With the Technical and Buildings Manager, ensure all Hospitality and Front of House 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 and Front of House 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 and Front of House teams.
- Oversee all customer feedback relating to the Hospitality and Front of House operations, working with your direct reports to investigate and respond appropriately and sharing, where required, with other colleagues to improve the service standards.

People

- 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 keep abreast of relevant industry developments.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.
- Other duties and responsibilities as may reasonably, from time to time, be required by the General Manager.

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 preparing and executing annual business plans with a significant element of change.
- Experience of managing HR processes including appraisal, disciplinary and other related procedures.
- 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.
- Personal Licence 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.
- First Aid at Work certification.
- IOSH Managing Safely certification.