



Hospitality General Manager

Job Description
Person Specification

May 2021

Wycombe Swan is part of HQ Theatres & Hospitality's (HQT&H) portfolio of eleven regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 11 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

Wycombe Swan is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

Employment type: Full Time

Salary: c. £35,000 - £40,000 p.a. dependent on experience, ability and 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 Wycombe Swan, High Wycombe 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 a member of the Senior Management Team, you will have overall responsibility for ensuring the highest standards for all front of house and 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: Monday 14th June 2021 , 12pm

How to apply: Please complete an Application Form available at wycombeswan.co.uk and submit with a covering letter to admin@wycombeswan.co.uk with the subject line 'Hospitality'. 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 directly to the Theatre Director.

The posts you will line manage in this role include the Head Chef, Front of House Manager and Hospitality Manager.

KEY ACCOUNTABILITIES

Strategic

- With the Theatre Director, development of annual Front of House and hospitality 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 front of house and hospitality 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 customer transactions and reconciliation.

Operational

- Oversee the management of the Front of House and 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.
- To manage the event programme, including devising, designing and promoting each event and overseeing their successful delivery.
- Undertake a share of duty management responsibilities over a 7-day week.
- 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 Front of House and hospitality events.
- With the Technical and Buildings 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 Front of House and 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 Front of House and hospitality teams.
- Oversee all customer feedback relating to the Front of House and 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 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.
- 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 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.

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.