

Hospitality Supervisor

HAYES BECK THEATRE

Job Description
Person Specification

October 2021



The Beck Theatre, Hayes 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 Trafalgar Entertainment Ltd, one of the largest entertainment Groups in Europe.

The Beck Theatre is a 600-seater venue which was purpose built in 1977 by Hillingdon Borough Council and offers a broad programme of national and international touring shows as well as hospitality events and private functions across the year. We also work in close collaboration with the local community and are proud to offer an extensive range of projects and activities.

Our friendly team comprises around 20 staff, supported by a loyal group of volunteers. No two days are the same at the Beck: the venue offers a fantastic opportunity to contribute, learn and develop in a vibrant and picturesque arts and hospitable work environment.

Employment type: Full time

Salary: C. £22,000 p.a. dependent on experience, ability and potential.

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 Beck Theatre, Hayes and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: In conjunction with the Hospitality Manager, and management team, uphold the conditions of the Theatre Licenses. Assist in delivering an efficient service operation through management and supervision of Hospitality Team Members, ensuring high standards of product and service are maintained at all times. Take control of the business and assume responsibilities for opening and closing the hospitality operation as required. Act as a Duty Manager for shows and events.

Our ideal candidate: The successful candidate will be an adaptable, motivated, and organised team player with excellent communication skills and confident leadership abilities. You will demonstrate a genuine desire to progress your career within the hospitality industry.

For an informal discussion contact: Steve Sargeant
Theatre Director

Tel no: 0208 561 7506

Closing date: Friday 22nd October 2021

How to apply: Send your CV, Cover Letter and Application Form to kwelsh@becktheatre.org.uk
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 Hospitality Manager.

KEY ACCOUNTABILITIES

KEY FUNCTIONS

- Assist the Hospitality Manager and Assistant Hospitality Manager in planning, organising and co-ordinating the departmental operation, including assisting with the rota model.
- Act as a member of The Beck's Duty Management Team.
- Oversee the retail operation of the bars and restaurant, as required, assisting the teams in those areas to ensure the operational standards are maintained.
- Undertake opening and closing duties within your main department of work as well as other Hospitality departments as required.
- Cash up tills and record banking within your main department of work and other departments as required on a rota basis.
- Assist the Hospitality Manager and Assistant Manager in the employment, induction and training of hospitality staff to meet the required standards of service.
- Supervise and assist in:
 - a. Stock taking of liquor and kiosk stock on a weekly basis
 - b. Promoting good customer and staff relations
 - c. Prompt and accurate service of liquor, beverages and bar food
 - d. Correct Mise-en-place before and after each service
 - e. Achieving and maintaining high standards of cleanliness, comfort and maintenance
 - f. Delivering pre-service briefings to all staff, emphasising particular show or event requirements and special promotions.

- Assist in the smooth operation and control of all beers, wines and spirits service.
- Ensure all liquor, beverages and food are correctly charged for, that monies are handled and recorded correctly in line with financial and other guidelines.
- Maintain total security of liquor and food stock.
- Action issues recorded in the Duty Managers' handover diary or show reports.
- Put forward new ideas for discussion to help improve HQ Hospitality's service and efficiency.
- Take total operational responsibility of duties delegated by the Assistant Hospitality Manager and Hospitality Manager, ensuring effective communication between management and staff at all times.
- Ensure compliance with all food hygiene and liquor license legislation.
- Assist with food costing exercises as required.
- Ensure correct closing down procedures is adhered to at the end of each shift, with particular emphasis on liquor stock.
- Assist the Assistant Hospitality Manager and Hospitality Manager in ensuring all operational administration procedures are adhered to, in particular input of labour tracker data, invoice processing and payroll information as required.
- Attend regular meetings as required and complete any activities requested in a timely and efficient manner.
- Assist at outside catering events as required.

OTHER DUTIES AND RESPONSIBILITIES

- The post holder will undertake training and development as appropriate and keep apprised of developments in their field of expertise.
- The post holder will carry out any other duties as appropriate to the post and as requested by the Hospitality Manager and/or Theatre Director.

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

This role requires the successful candidate to be a well presented professional with proven experience in bars and hospitality management.

- Hands-on bar and waiting experience in a busy hospitality service environment
- Previous experience in a banqueting environment (preferable)
- Excellent interpersonal skills
- A flexible attitude to business requirements and duties
- A proven ability to effectively work in a multi-tasking environment
- Highly presentable with a pro-active approach to maintaining excellent customer service
- Previous experience of managing and training staff in a team leader or supervisor capacity
- Previous experience of staff recruitment (preferable)
- Previous cash handling and cash reconciliation experience
- IT skills including a basic competency in Word and Excel
- An empathy with the arts (preferable)
- A Personal License holder (preferable)