

Shaftesbury Theatre

Assistant Head of Bars and Hospitality

Purpose

A dramatic transformation of the Shaftesbury Theatre for the 21st Century began in 2016 with the completion of the award-winning fly tower. In the autumn of 2022, the latest phase, the new 1911 Bar, together with a new hospitality suite, the Taffner Suite opened. During 2023 further spaces will be added, a new Royal Circle Bar, the Bertie Crewe and a second hospitality space, the Ray Cooney Room. Additionally, May 2023 sees the completion of the Princes Circus where the Theatre intends to establish a speciality coffee and 'grab and go' offer.

A new Bars and Hospitality department has been created to devise and implement an exciting food and drink offer, deliver amazing service and drive the business and revenue of our busy West End Theatre.

The postholder supports the Head of Bars and Hospitality on all matters, deputising when required and, from time-to-time leading individual projects relating to the department's systems and processes.

The successful candidate will be a proactive manager who thrives on the buzz of running a busy bar, retail and hospitality operation in a high footfall environment whilst motivating a large team and delivering the highest level of visitor satisfaction.

Duties

- To be an inspiring manager, assisting in the development of our ever-evolving facilities in conjunction with the Head of Bars and Hospitality.
- To contribute and develop a highly regarded reputation from our diverse range of audiences of Theatregoers, Corporates, High Net-Worth individuals and general retail customers.
- To represent the department's needs internally to create a depth of understanding and support from all departments within the Theatre.
- To provide a quality food and beverage offer for customers visiting our productions, both in the bars and the designated hospitality areas, with a focus on the external "Grab and Go" offer.
- To support the development of the Theatre's event business through the provision of event management and catering services.
- To play a leading part in the creation and management of the new external retail setting. Taking delegate responsibility under the instruction of the Head of Bars and Hospitality .
- To recruit, manage, train, motivate and support the Bars and Hospitality, and "Grab and Go" teams. Ensuring high quality and constantly improving service and performance.
- To look for ways to refine departmental processes and its activities whilst supporting and developing a team of staff.
- Support the Head of Bars and Hospitality to deliver the departments KPIs for all aspects of its operation and the implementation of strategies to maximise income.
- To assist in maintaining accurate financial records and controls and provide timely financial reports as requested by the Head of Bars and Hospitality and when necessary, the Finance Director.

- Be a creative and commercially minded individual who is able to explore and implement innovative ideas.
- To implement, record and maintain the department's operational manual to always ensure efficient and effective operational procedures. Such procedures should comply with Licensing, Environmental Health and Fire regulations.
- To ensure effective staff levels within agreed budgets, in accordance with the specific needs of each activity and satisfying all regulation.
- To maintain effective files of all correspondence, dealing with requests and complaints in an efficient and polite manner.
- To manage the effective operation of the stock control system in consultation with the Head of Bars and Hospitality, always ensuring positive and healthy relationships with suppliers.
- To carry out regular maintenance inspections of all bar and hospitality areas to ensure maintenance regimes are followed and the areas are cleaned and maintained to the highest standard
- To assist in the efficient management of all equipment used by the department. Ensuring adherence to operational procedures, routine maintenance, cleaning, and any agreed programme of replacement.
- To work on any special project as identified by the Head of Bars and Hospitality and Senior Management Team.
- To support the Theatre's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.
- To always comply with Theatre's Equal Opportunities and Health and Safety Policies.

Person Specification

Essential

- A relevant Hospitality Qualification and/or at least three years Hospitality or Leisure experience, either supervisor or junior management level.
- Experience in a fast-paced, high-footfall operation (ideally in the arts).
- The ability to manage workload and achieve tight deadlines.
- A flexible attitude to working patterns.
- Good spoken and written English.
- Good personal presentation and customer focused skills.
- The ability to communicate effectively at all levels.
- Computer literate with a good general understanding of all Microsoft Office programmes.
- Experience of operating and maintaining integrated EPOS systems (preferably Zonal).
- Experience in managing and implementing supplier contracts.
- Experience of inventory management.
- A passionate and dedicated hands-on operational supervisor/assistant manager with proven experience of driving and exceeding sales.
- Experience in implementing and/or delivering creative promotional and marketing initiatives to drive sales and engagement.
- Experience of managing budgets.

Desirable

- Personal License Holder
- Entrepreneurial mindset
- Good social skills
- The ability to take initiative
- To be a team player
- First aid qualifications
- An interest in the London Theatre industry and its history

ASSISTANT HEAD OF BARS AND HOSPITALITY**Full time Permanent post**

Hours: A flexible working pattern over 5 days in each week based on a 40-hour week

Location: Shaftesbury Theatre, 210 Shaftesbury Avenue, London

Salary: £18.89/hour

Deadline: Friday 24th March, 2023. May close earlier.