



HEAD OF HOSPITALITY - JOB DESCRIPTION

Job Title: Head of Hospitality

Reports to: General Manager

Appointed by: Interview Panel

Period of Appointment: 37.5 hours per week

Salary: £30K per annum

Purpose of Role

To lead Tyne Theatre & Opera House's hospitality team. Working with the senior management team to steer the operation through a period of development, with the goal of opening new bars, catering and corporate hospitality outlets.

Key Responsibilities

- To oversee the theatre's hospitality service, ensuring the highest level of customer service and satisfaction.
- Ensure electronic point of sale till system is maintained and used effectively to facilitate efficient sales and stock ordering processes.
- Responsibility for stock control, including ordering, maintenance of stock levels, rotation, and receiving deliveries.
- Recruitment and onward development of the hospitality team.
- Line management of the Assistant Bar Manager.
- To act as Duty Manager for the venue, for which the successful candidate will require good general understanding of all departments and operations.
- Maintaining the highest brand standards, for the hospitality team, our outlets, and F&B stock
- Working with the Senior Leadership Team to identify and drive forward new opportunities to maximise earning potential.
- Keeping up to date with licensing legislation, liaising with the authorities, and whilst acting as the Duty Manager, taking overall responsibility for the premises.
- Leading and implementing a comprehensive hygiene and health and safety regime.
- People management - the ability to calmly deal with challenging behaviour from those under the influence of alcohol.

Duties to include:

- Interacting with customers and ensuring that high standards of customer service are maintained.
- Acting on customer feedback to improve the overall running of the venue.
- Undertaking regular stock checks, placing orders with suppliers and restocking.
- To arrange staff rotas and timely submission of payroll information.
- Ensuring regular maintenance of hospitality areas both front and back of house, and that the highest hygiene standards are maintained.
- Recruiting, training, and managing staff, including leading meetings, contributing to feedback to the senior team and Trustees.
- Monitoring profitability and performance to ensure sales targets are met or exceeded.
- Maintaining relations with members of the police and licensing authorities.
- Any other task that is reasonably requested of you to effectively operate a busy theatre.

Role Requirements:

- At least three years' experience in a similar managerial role, preferable in a venue environment. (Essential)
- Personal License holder (Essential)
- IOSH - Managing safely qualification (desirable)
- Solid knowledge of customer service and the ability to resolve conflict in a calm and professional manner. (Essential)
- Strong communication and relationship building skill (Essential)
- Ability to use initiative and be a self-starter (Essential)
- Excellent time management and strong organisational skills (Essential)
- High level of attention to detail and excellent numeracy skills (Essential)
- Excellent organisational abilities. (Essential)
- Ability to manage confidential and sensitive employee information in accordance with guidelines. (Essential)
- MS Office Skills - Word and Excel (Essential)

Applications

We encourage candidates to give as much detail as possible about their previous experience, specific to the responsibilities and requirements detailed in the Job Description.

Closing date for applications is **9am on Monday 12 August 2024** Please complete a job application form and email with the subject title 'HEAD OF HOSPITALITY to jobs@ttoh.uk