

Bars & Catering Manager

INTRODUCTION

The Shakespeare North Playhouse is a unique new arts venue, which opened in the summer of 2022. It will present a vibrant contemporary cultural and learning programme featuring home co-produced and visiting performances, as well as comedy, music, community work, hire and events and a range of education and training activities.

The Shakespeare North Trust (SNT) is the operator of the new Shakespeare North Playhouse in Prescot, Knowsley.

We are looking for a Bars & Catering Manager who will have overall responsibility for delivery of a seamless bar and catering offering for all audiences and customers, ensuring the customer journey encourages repeat visits and brand loyalty.

Place of Work

The future place of work will be Shakespeare North Playhouse in Prescot, Knowsley. Temporary premises may be in use prior to the opening of the theatre. Occasionally work will be required at alternative locations including partners with whom Shakespeare North co-produces.

Reporting Relationships

The post-holder will report to the Head of Visitor Experience for Shakespeare North Trust and will have responsibility for the Chef, Supervisor and assistants.

Salary and Hours of work

Shakespeare North's full-time employees work a 40 hour week normally over 5 days. Due to the nature of this role, however, and to meet the demands of the building, the post holder will need to be flexible in their approach to work. The post holder will be granted time off in lieu for extra hours worked. Evening and weekend work will be required at times. The full-time salary will be up to £28-30k per annum, depending on skills and experience.

Job summary

The Bars & Catering Manager will relish the challenge of leading on our café and bars, and bring extensive professional experience and understanding of contemporary hospitality trends and practices. They will oversee the café, bars and kitchen teams in this brand new visitor attraction for the North West. Working with the Head of Visitor

Experience to achieve a fantastic bar and catering offer and set the standards for exemplary customer service.

F&B Offer

- To assist in the updating of food and beverage menus, in collaboration with our inhouse Chef, ensuring accurate costing and appropriate pricing strategies.
- To keep up to date with latest food trends and customer preferences.
- To liaise with suppliers to get best value for the theatre, and to regularly review supply chains.
- To create effective service during busy periods including pre-ordered and interval drinks.

Customer Service

- To ensure service is always of a high standard, and to manage any issues that might arise during daily service operations.
- To preserve and continue to build excellent levels of customer service, through staff training and development.
- To be a front line contact for the client experience and create a positive and enthusiastic first impression.

Staff Management

- To lead the team by example, ensuring appropriate attention is made to appearance, cleanliness and approachability at all times.
- To take responsibility for the recruitment, training and retention of all staff alongside the Head of Visitor Experience and Visitor Experience Managers.
- To compile and communicate weekly staff rotas and plan staffing costs
- To ensure effective communication and nurture an environment with emphasis on motivation, teamwork and willingness to take responsibility for area and service levels.
- To work alongside and deputies for the Visitor Experience Managers/Head of Visitor Experience

Purchasing, Finance and Administration

- To be responsible for purchasing all food and beverage stock, and completing end of month stocktaking checks.
- To achieve targets for GP percentages and footfall.
- To be responsible for stock rotation and storage control ensuring minimal wastage.
- To regularly review supplier invoices
- To follow all office procedures, staff uniform and personal hygiene requirements.
- To cash up tills at the end of daily business and make sure all readings are correctly taken
- To make regular safe checks.
- To provide input and ideas into marketing initiatives, business development strategies and to assist in the promotion of agreed initiatives/strategies and to monitor response rates.
- To facilitate the achievement of maximum profitability of the catering operation at the Theatre, at all times.

Health and Safety

- To be responsible for the implementation and adherence to all current, relevant legislation.
- To be responsible for checking all kitchen equipment and relevant paperwork regularly, notifying any concerns to the HoVE.
- To ensure that the Theatre maintains the highest standards of hygiene and is always run within EHP guidelines.
- To ensure the upkeep of all equipment.
- To be responsible for the wellbeing of the audience and visitors and to be a qualified first aider (training will be given if necessary) and thereby be actively available to provide first aid and management of any accident incidents at the venue including reporting
- To ensure that all front of house staff comply with emergency and safety procedures including the building's fire evacuation procedures and that staff receive regular fire awareness training and participate in fire drill practices

- To act as a Fire Marshall which includes the evacuation of the building if deemed necessary and subsequent liaison with the fire brigade, ambulance service and/or police in the event of an emergency
- To act as a key holder; ensuring that procedures for security are followed at all times

Events & corporate hires

- To attend meetings with potential customers, as and when required.
- To liaise with all necessary departments regarding costings and invoicing for functions.
- To promote, plan, organise and deliver all functions and events, as and when required.
- To promote the Theatre's services to both existing and new clients through a proactive approach

Other Duties

- Demonstrate an understanding of the Theatre's values, ethos and mission and to promote these through everyday practice in the role.
- Comply with all legislative, regulatory and policy requirements as appropriate
- Comply with the Theatre's Financial Regulations and financial management procedures
- Observe the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate the value and importance of equality and diversity in every aspect of the Theatre's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote the Theatre's environmental sustainability policy and practices
- Undertake such other duties as may reasonably be required from time to time

Person specification

- Experience of working in Food & Beverage/Catering/Events in a relevant industry such as Theatre, A Visitor Attraction, Hospitality, Leisure, Heritage site or Museum.
- At least 1-2 years managing or supervising a team.

- Previous experience of operational delivery in a challenging setting, working across departments to ensure the food & beverage offer is of the highest quality.
- A positive, mature and professional attitude towards work with excellent verbal and interpersonal and good written communication skills
- Understanding of licensing requirements
- Understanding of stock management
- Experience in delivering training to staff – including customer service, and knowledge of the company's work, policy and values.
- Experience in cashing up and banking procedures
- Good level of IT literacy
- Strong administrative, organisational, time management and prioritisation abilities to maintain systems, records and rotas
- Flexibility in relation to duties and working hours which will include evenings and weekends

This job description is intended as a guide to the duties expected of the post-holder. These duties may be reviewed from time to time to meet the needs of the business.

This job description is not contractual.