

# Team Leader

## **SOUTHEND THEATRES**

Job Description  
Person Specification

Oct 2021

[southendtheatres.org.uk](http://southendtheatres.org.uk)  
[hqtheatres.com](http://hqtheatres.com)



**hq**  
**THEATRES &  
HOSPITALITY**  
The UK's premier provider of  
live entertainment and hospitality

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Southend Theatres provides a stunning range of live entertainment, theatre and dining in our two venues, the **Cliffs Pavilion** and the **Palace Theatre**, in the heart of Southend-on-Sea.

**The Cliffs Pavilion** 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.

**The Palace Theatre**, which opened in 1912, is a delightful Edwardian theatre retaining many features from its music hall origins, and includes The Dixon Studio located on the first floor. The studio is regularly used for a range of small-scale presentations including both amateur and professional productions, stand-up comedians and children's theatre.

**Employment type:** Full Time

**Hours:** 40 per week, usually 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 Southend Theatres Ltd. 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, Hospitality Operations Manager and management team, uphold the conditions of the Theatre Licenses. Assist in delivering an efficient service operation through management and supervision of Supervisors and 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.

**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.

#### **EQUALITY OF OPPORTUNITY**

Qdos Entertainment Limited is committed to being an equal opportunities employer. The aim is to ensure that all employees are treated equally and are employed solely on the basis of their ability and potential to do the job, regardless of their race, colour, gender, sexuality, disability, age, religion or beliefs.

## **REPORTING**

You will report directly to the Hospitality Operations Manager.

## **KEY ACCOUNTABILITIES**

## **KEY FUNCTIONS**

1. Assist the Assistant Hospitality Operations Manager and Hospitality Operations Manager in planning, organising and co-ordinating the departmental operation, including assisting with the rota model.
2. Undertake opening and closing duties within your main department of work as well as other Hospitality departments as required, carrying out banking responsibilities on a rota basis.
3. Issue floats and reconcile the duty safe as required.
4. Cash up tills and record banking within your main department of work and other departments as required on a rota basis.
5. Assist the Hospitality Assistant Operations Manager and Hospitality Operations Manager in the employment, induction and training of hospitality staff to meet the required standards of service.
6. Supervise and assist in:
  - (a) Stock taking of liquor 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.
7. Assist in the smooth operation and control of all beers, wines and spirits service.
8. Ensure all liquor, beverages and food are correctly charged for, that monies are handled and recorded correctly in line with financial and other guidelines.
9. Maintain total security of liquor and food stock.
10. Action issues recorded in the Duty Managers' handover diary.
11. Put forward new ideas for discussion to help improve HQ Hospitality's service and efficiency.
12. Take total operational responsibility of duties delegated by the Hospitality Assistant Operations Manager and Hospitality Operations Manager, ensuring effective communication between management and staff at all times.

13. Ensure compliance with all food hygiene and liquor license legislation.
14. Assist with food costing exercises as required.
15. Ensure correct closing down procedures is adhered to at the end of each shift, with particular emphasis on liquor stock.
16. Assist the Hospitality Assistant Operations Manager and Hospitality Operations Manager in ensuring all operational administration procedures are adhered to, in particular input of labour tracker data, invoice processing and payroll information as required.
17. Attend regular meetings as required and complete any activities requested in a timely and efficient manner.
18. Assist at outside catering events as required.

#### **OTHER DUTIES AND RESPONSIBILITIES**

1. The post holder will undertake training and development as appropriate and keep apprised of developments in his/her field of expertise.
2. The post holder will carry out any other duties as appropriate to the post and as requested by the Hospitality Manager and/or Board.

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)

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I acknowledge receipt of, and confirm my agreement to, carry out the duties described in the attached job description. I understand it is current at the date shown and that, in consultation with me, it is liable to variation by management to reflect or anticipate changes in, or to, the job.

Signed

Date

[Post Holder]

Signed

Date

[for and on behalf of HQ Hospitality Ltd.]

Oct 2021