

# Hospitality Team

## **SOUTHEND THEATRES**

Job Description  
Person Specification

September 2018

[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:** Casual

**Salary:** £7.70 to £8.21 per hour

**Hours:** Hours are offered on a casual basis and will include evening, weekend and Bank Holiday working.

**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:** As a member of the hospitality team, uphold the conditions of the Theatre Licenses and ensure all operational systems required to run the hospitality department are executed in an effective manner. Maximise profitability and ensure highest standards of customer service.

**REPORTING**

You will report directly to Hospitality supervisors, Team Leaders and Managers.

**KEY ACCOUNTABILITIES****Service**

- Assist in maintaining the highest standards of service and customer care within the whole theatre.
- Establish a visible and accessible staff profile throughout the theatre in order to foster good relations and to provide support, advice and assistance to all visitors.
- Serve all alcohol, beverage and food products in line with set policies and procedures.
- Collect, clean and store appropriately all crockery, cutlery, glassware and other such catering equipment.
- Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures.
- Handle customer complaints as directed and outlined in the Hospitality Handbook.
- Dress to the appropriate standard and be ready for work at the specific start time.
- Support the theatre management team and always represent the venue in a positive and professional manner.

**Health & Safety**

- In conjunction with the Hospitality Department, ensure the company's Health and Safety Policy is fully promoted and arrangements have been made to carry out the policy.
- If required, participate in and contribute to the Theatre's Health and Safety Committee and ensure team awareness of the content of minutes arising from such meetings.

**Recruitment, Training and Development**

- The post holder will undertake training and development as appropriate and keep apprised of developments in his/her field of expertise.

**Other Responsibilities**

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.

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**

In order to be considered for this post you will need to evidence and demonstrate:

**ESSENTIAL**

Articulate with excellent communication skills.	
Able to work efficiently as part of a team.	
Able to follow instructions and carry out delegated tasks accurately, effectively and within given time frames.	
Ability to interact with customers in a professional, courteous and positive manner.	
A proven track record demonstrating reliability and good time keeping.	

**DESIRABLE**

Previous silver service and/or bar experience.	
Previous food handling experience.	
Previous cash handling experience.	
Previous experience in a busy customer service environment.	

**PERSONAL**

Able to undertake bar duties	
Prepared to conform to dress code.	
Able to work evenings, weekends, Bank Holidays and Christmas holidays as required to meet our service requirements.	

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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]

September 2018