

Hospitality Administration Assistant

SOUTHEND THEATRES

Job Description
Person Specification

June 2019

Hospitality Administration Assistant

JOB DESCRIPTION

INTRODUCTION

HQ Theatres & Hospitality (HQT&H) is a division of Qdos Entertainment Ltd.

Qdos Entertainment is wholly owned by husband and wife entrepreneurs, Nick & Sandra Thomas. Nick created Qdos Entertainment in 1999, and remains Chairman of the company, which is now one of the largest, broad-based entertainment Groups in Europe.

Rooted in family entertainment and traditional values, Qdos Entertainment has grown both organically and through a steady 'buy & build' strategy, by acquiring businesses that complement the original model, managed by a highly experienced management team.

Qdos Entertainment, via its wholly owned subsidiary HQ Theatres & Hospitality, has a proven track record of successfully managing and operating theatres and other cultural venues, and is the UK's second-largest regional theatre and concert hall operator.

The current portfolio of 11 venues include: The Cliffs Pavilion, Southend; The Palace Theatre, Westcliff; G Live, Guildford; The Lyceum Theatre, Crewe; Wycombe Swan, High Wycombe; The Wyvern Theatre, Swindon; The Arts Centre, Swindon; The Beck Theatre, Hayes; The White Rock Theatre, Hastings; The Orchard Theatre, Dartford, The Colosseum, Watford, and from April 2016 The Churchill Theatre, Bromley.

The Company also operates an extensive range of hospitality and accommodation environments, including restaurants, cafés, bars, coffee shops and boutique hotel rooms under the brand HQ Collection. The company's freehold restaurants and accommodation businesses include the award-winning Copper Horse Restaurant and Cottages; The Mayfield Pub, Carvery and Rooms in Seamer and The Plough Pub, Restaurant & Rooms in Scalby, near Scarborough.

SENIOR MANAGEMENT STRUCTURE

Chairman: Nick Thomas

Chief Financial Officer: Jim Parry

Chief Executive Officer, HQT&H: Julian Russell

Group Marketing Director: Chris McGuigan

Operations Director, HQT&H: Alvin Hargreaves

Southend Theatres Ltd. is managed by the Theatre Director, **Ellen McPhillips**

LOCATION OF BUSINESS

HQ Theatres & Hospitality Limited has its headquarters office in Drury Lane, London.

The post holder will be based at **Southend Theatres**. The post holder's approved travel and other out-of-pocket associated costs will be reimbursed.

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.

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REPORTING

The Hospitality Administration Assistant reports to the Hospitality Manager.

PURPOSE OF THE POST

To provide an efficient and professional administrative support service for HQ Hospitality at Southend Theatres. In liaison with the Hospitality Events Sales Manager and Finance Assistant, to ensure accurate and up to date records are maintained in respect of all HQ Hospitality's events and ancillary bookings.

ACCOUNTABILITIES

Key Accountabilities of the Post are to:

- Provide accurate administrative, word processing and data entry support to HQ Hospitality's management team, including the preparation of event confirmation letters, terms and conditions, forms and other correspondence as required.
- Maintain and co-ordinate HQ Hospitality's electronic and manual filing system and records, including special events files.
- Prepare, update and distribute Function and Summary Sheets as instructed. Liaise closely with the Box Office, ensuring weekly sales information is accurate, up to date and distributed to the appropriate personnel as required.
- Organise and attend meetings as required, preparing agendas and taking minutes as appropriate.
- Act as first point of contact for face-to-face, telephone and email enquiries to HQ Hospitality, including restaurant, Christmas and New Years Eve bookings. Ensure customer service is maintained by dealing with or redirecting enquiries in a timely and professional manner.
- Develop a good working knowledge of the venue's programmes, services and facilities to ensure enquiries are accurately and appropriately addressed.
- Receive and log deposits and payments for hospitality events.
- Manage incoming and outgoing mail, logging, collating and distributing as appropriate, including large mail outs of event information and menus.
- In liaison with the Hospitality Events Sales Manager, assist in the preparation of hospitality marketing material, ensuring a good stock of up to date conference, wedding and events literature is maintained and available for distribution.

- Assist the Finance Department with data entry and processing as and when required.
- Ensure good handover and communication processes are in place and adhered with all departments.

OTHER DUTIES AND RESPONSIBILITIES

- To work the occasional evening or weekend if and when required.
- Deal with, or redirect calls, enquiries and paperwork in the absence of the Finance Assistant or Hospitality Events Sales Manager.
- Undertake training and development as appropriate and relevant to the post.
- Any other duties as required from time to time, taking into consideration the grade of the post and capabilities of the employee.

ADMINISTRATION ASSISTANT PERSON SPECIFICATION

This role requires the successful candidate to be a well presented professional with demonstrable administration experience in a busy customer-orientated environment

- At least two years' professional administrative experience in a busy office environment
- Demonstrable experience in producing accurate and professional written correspondence, documents and data.
- Previous experience in a customer-facing role
- Previous administrative experience in a hospitality or sales environment (preferable)
- A good working knowledge of Outlook, Word and Excel
- Excellent written and verbal communication skills
- Able to respond positively to a pressurised working environment and adopt a positive and calm approach to problem solving
- Willing to work occasional evening or weekend hours if and when required.
- Able to work effectively under own initiative.

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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 Southend Theatres Ltd.]

June 2019