

# Bars Manager

## **SOUTHEND THEATRES**

Job Description  
Person Specification

November 2017

[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

# Bars Manager

## 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: Ian Wilson

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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## JOB DESCRIPTION

### **BARS MANAGER JOB DESCRIPTION**

#### **REPORTING**

The Bars Manager reports directly to the Food and Beverage Manager.

#### **PURPOSE OF THE POST**

To play a key role in the delivery of an efficient, high quality Bars and Coffee Shop service, maximising profitability, achieving financial targets and ensuring business objectives are met. Reporting to the Food and Beverage Manager, the post holder will ensure the highest standards of customer service, highly organised delivery of day-to-day operations and a focus on financial performance.

#### **ACCOUNTABILITIES**

Key Accountabilities of the Post are:

##### **Operations Management**

1. Day-to-day management of the Bars and Coffee Shop by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as and when required.
2. Ensure delivery of excellent service standards on a consistent basis.
3. With the Food and Beverage Manager, act as point of contact and knowledge for retail merchandising behind the bars.
4. Working with the Food and Beverage Manager, maximise impulse buy opportunities and spend per head and ensure bars point of sale and merchandising are relevant to the audience and customer type.
5. Prioritise workload, dividing time between floor and office-based operations to best meet the demands of the business.
6. Programme, update and maintain the EPOS tills, ensuring any problems are efficiently dealt with as they arise and in optimum time.

##### **Staff Management**

1. Play a key role in ensuring effective recruitment and induction processes are followed and maintained.
2. Ensure all staff are aware of service standards and receive adequate training to enable them to deliver an excellent service at all times.

3. Ensure adequate staffing levels are maintained in all areas of responsibility, to be achieved within set financial constraints.
4. Ensure effective communication across departments including between hospitality and theatres.
5. Contribute to team meetings as deemed appropriate to ensure the above key objectives are delivered.

### **Finance Management**

1. Under the management and direction of the Food and Beverage Manager, ensure adequate stock controls are in place and that stock results and supporting data are reported as required. In liaison with the Cellar and Store Manager, develop and implement effective stock management processes, minimising wastage and loss.
2. Work to ensure labour-to-sales percentage is achieved within budget.
3. Ensure teams work towards increasing sales and maximising profitability.
4. Adopt a proactive approach to maintenance and repair of equipment.
5. Adhere to company cash and security policies and financial procedures are adhered at all times.
6. Adhere to administration procedures relating to payroll and relevant data are delivered in an accurate and timely manner.

### **Guest Service Standards**

1. Ensure adherence to guest service standards through awareness, training, motivating and monitoring.
2. Work with the Food and Beverage Manager to identify and deliver effective methods of customer consultation. Through feedback received implement, deliver and monitor appropriate changes.
3. Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
4. Create and build upon positive cross-departmental working relationships, ensuring effective communication and support.

### **Other Duties and Responsibilities**

1. Operate within relevant legislation, licensing conditions and Health and Safety Regulations.
2. Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.
3. Participate in and contribute to the Theatre's Health and Safety Committee and ensure staff awareness of the content of minutes arising from such meetings.

4. Undertake training and development as appropriate and keep apprised of developments in field of expertise.
5. Carry out any other duties as appropriate to the post and as requested by the Theatre Director, Hospitality Management or Board of Directors.

#### **BARS MANAGER PERSON SPECIFICATION**

This role requires the successful candidate to be a well presented professional with proven experience in bars and hospitality management.

- A formal intermediate management qualification (preferable)
- Experience of staff management, including appraising, training and developing staff
- Formal training to assist in the delivery of effective staff training, i.e. Train the Trainer (preferable)
- Intermediate skills in Excel and Word
- Intermediate Food Hygiene qualification
- A proven track record in financial performance and business growth.
- Experience of EPOS tills systems (preferable)
- Excellent written and verbal communication skills
- Able to respond positively to a pressurised working environment and adopt a positive approach to problem solving
- Experience in retail brands and brand awareness
- Experience of a multi-functional catering operation (preferable)
- A Personal License holder (preferable)
- Willing to work flexible hours including evenings, weekends and Bank Holidays as the business requires

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### Job Description Person Specification

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.]

November 2017