



# Hospitality Duty Manager

Job Description  
Person Specification

July 2021

**Wycombe Swan** is part of HQ Theatres & Hospitality's (HQT&H) portfolio of eleven regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 11 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

**Wycombe Swan** is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

**Employment type:** Part Time – 30 Hours

**Salary:** £14,300 per annum

**Hours:** 30 hours per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays. Additional hours will be paid at an hourly rate.

**Work location:** You will be based at Wycombe Swan, High Wycombe 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 Front Of House & Hospitality departments, uphold the conditions of the Theatre Licenses. Assist in delivering an efficient conference, banqueting, bars and restaurant operation, ensuring set standards are achieved and maintained. Take control of the business and assume responsibilities for opening and closing of the hospitality operation as required.

**Our ideal candidate:** Our ideal candidate will have proven experience as a successful supervisor, leader and motivator of a busy team and demonstrate a genuine desire in delivering outstanding customer service.

**Closing date:** Monday 2<sup>nd</sup> August 2021 , 12pm

**How to apply:** Send a copy of your CV to [admin@wycombeswan.co.uk](mailto:admin@wycombeswan.co.uk) with the subject title 'Hospitality Duty Manager'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report directly to the Hospitality General Manager.

The posts you will line manage in this role when on shift: Team Leaders and Casual Hospitality Staff.

## KEY ACCOUNTABILITIES

### Strategic

- In collaboration with the Hospitality Manager and the venue's senior management team, uphold the conditions of the venue's licenses.
- Play a key role in ensuring that Wycombe Swan is a welcoming venue offering outstanding service to all customers, visitors and staff across all events and spaces.
- Support, motivate and nurture the team of casual staff to ensure they deliver a consistently excellent customer service.
- Actively lead all key services ensuring the guest experience is positive. Maintain a constant management presence throughout key service times and proactively drive each service through excellent leadership.
- Ensure a welcoming environment and ambience is created at all times.

### Operations

- Act as shift Duty Manager on a rota basis, working evenings, weekends and bank holidays.
- Duty management responsibilities to include ensuring all staff are briefed regarding relevant show information.
- Completion of all related paperwork including, but not limited to, Daily Reports, sales figures and timesheets.
- Assist the Hospitality Department with planning, organising and co-ordinating the hospitality department's operation, in particular (but not limited to) supervising and/or assisting with:
  - Ensuring all hospitality operational areas are properly prepared and stocked for every service;
  - promoting good customer and staff relations;
  - prompt and accurate service of food and beverage;
  - achieving and maintaining high standards of cleanliness and customer satisfaction;
- Maximise impulse buy and spend per head opportunities and ensure all points of sale and merchandising are relevant to the audience and customer type.
- Assist in the smooth operation and control of all Food & Beverage service, maintaining total security of stock as instructed.
- Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
- Ensure correct opening and closing down procedures are adhered to for each shift.

## Health & Safety

- To have a working knowledge of all current Food Hygiene legislation
- As part of the Duty Management team you will be the nominated First Aider when Duty Manager and be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded and followed up if required.
- As directed, ensure appropriate quality control measures and hygiene practices are at all times implemented and achieved in accordance with health and safety legislation and Company policy.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

## Recruitment, Training and Development

- In collaboration with the Hospitality Management Team, assist with team recruitment and on-boarding, with the aim of always attracting and engaging the best available talent.
- Undertake training and development relevant to the successful execution of the job role.

## Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- At all times, act as an ambassador for the venue and HQT&H.

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 demonstrate:

### Experience

- Proven experience as a successful supervisor, leader and motivator of a busy team.
- Hands-on bar and waiting experience in a busy hospitality service environment
- Proven experience of successfully delivering a high standard of customer service within a quality entertainment or hospitality operation.

### Skills

- The ability to communicate professionally, clearly and effectively with colleagues, the public, stakeholders and industry professionals.
- Good organisational and planning skills and the ability to delegate effectively to others.
- A team player who leads from the front.
- Literacy, numeracy and IT skills at levels appropriate for the successful performance of duties and responsibilities of the Post.
- A proactive and positive approach to solving problems in a prompt and independent manner.
- The ability to work calmly and effectively in a pressurised and multi-tasking work environment.

### Knowledge

- A working understanding of Food Safety Legislation

### Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- A desire to undertake training, learning and development relevant to the job role.

### Desirable

- Experience of working in the Theatre or Events industry
- First Aid qualifications