

# Hospitality Manager (Maternity Cover)

## **WATFORD COLOSSEUM**

Job Description  
Person Specification

September 2018

[Watfordcolosseum.co.uk](http://Watfordcolosseum.co.uk)  
[hqtheatres.com](http://hqtheatres.com)



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

# Hospitality Manager (Maternity Cover)

Watford Colosseum

**Watford Colosseum** 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.

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.

**Watford Colosseum** is Watford's home of entertainment boasting some of the best live music, theatre, comedy and other entertainment outside Central London. **Elton John, Rod Stewart, One Direction and Sarah Millican** are just a few big names that have starred on our stage. Watford Colosseum is also home to the **BBC Concert Orchestra** and has been used to record the soundtracks of films including **The Lord of the Rings, The Sound of Music** and **Star Wars**.

- Employment type:** Full Time
- Salary:** Up to £27,000 per annum. Overtime payments do not apply to this post.
- Hours:** 160 hours in any four week period. Subject to variation to meet business requirements.
- The post-holder will be required to work flexibly including weekends, evenings and Bank Holidays according to business needs.
- Work location:** You will be based at Watford Colosseum and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Hospitality Manager (Maternity Cover) will have strong leadership skills, the desire and ability to make a difference, passion for the hospitality industry and solid organisational skills. The post holder will be responsible for maximising income potential and controlling overheads in order to achieve financial targets in the bars, event and food service areas. They will also assist the General Manager to drive income by setting clear SPH targets, evolving the dining experience, staff training and ensuring customer care standards are met.
- The post holder will ensure adherence to all licensing conditions, health and safety regulations and any other legislation applicable to the venue and hospitality operation.
- Our ideal candidate:** A well-presented professional with a proven track record in a busy hospitality environment who takes pride in providing excellent customer care.
- For an informal discussion contact:** Ilan Hartogh, General Manager 01923 474110 | [ihartogh@watfordcolosseum.co.uk](mailto:ihartogh@watfordcolosseum.co.uk)
- Closing date:** 22.10.18
- How to apply:** Send your CV and a covering letter to [ihartogh@watfordcolosseum.co.uk](mailto:ihartogh@watfordcolosseum.co.uk). 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

The Hospitality Manager (Maternity Cover) reports to the General Manager.

Reports: Events Assistants, Bars Manager / Hospitality Casual Staff.

## KEY ACCOUNTABILITIES

### Operations

- Focus on in house service standards and ensure staff delivers these at all times by implementing effective and consistent training plans.
- Ensure casual and hospitality departmental rotas are written to the budgeted variable wage cost.
- Ensure rotas are monitored on a daily basis to ensure correct staffing levels are maintained.
- Publish rotas one month in advance, subject to change in sales/attendance figures.
- Contribute, as required, to the achievement of Watford Colosseum's Mystery Shopper Business targets through the implementation and monitoring of all standards as laid out in Watford Colosseum's mystery shopper audit document.
- Oversee and manage programming, updating and maintenance of the EPOS tills and pre order app, ensuring any problems are efficiently dealt with as they arise, and in optimum time.
- Manage and oversee the restaurant and bars whilst supporting the Hospitality department in conjunction with the General Manager.
- Implement sales schemes and techniques to drive hospitality income and achieve budgeted sales targets.
- To review products, new retail trends and opportunities to enhance the customer experience.
- Ensure all sales invoices are issued accurately, imputed on TAS and sent to accounts on a weekly basis.
- Ensure food, liquor and kiosk stock takes are completed on the 1st of each month.
- Ensure all monthly figures required by TAS are complete by the 5th of each month.
- Adhere to group stocking policy, price banding and de-listing of old products where necessary in order to ensure the venues gross profit margins are met.

### Events

- Creation of new events with full costings as per brochure schedule.
- Full accountability for the successful organisation and delivery of events in conjunction with the Sales and Events Manager.
- Working with the marketing department, ensure each event reaches the ticket sales target. If below budgeted target, create an action plan to ensure it is met.
- Ensure the timely organisation and handover of menu choices to the kitchen team for specific events.

### Health & Safety

- Ensure adherence to all licensing conditions, health and safety regulations and any other legislation applicable to the hospitality operation.

### Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.
- Ensure all staff are aware of service standards and receive adequate training to enable them to deliver an excellent service at all times.
- Ensure effective communication across departments, both within hospitality and theatres.

- Undertake team meetings as deemed appropriate to ensure the above key objectives are delivered.
- Ensure staff appraisals are formally completed and recorded using company guidelines.
- Manage, train and support Events assistants, team leaders and casual staff by adopting a hands-on approach to all aspects of operational responsibility.

### Other Responsibilities

- Working alongside all senior managers and as a key member of the management team, ensure business objectives are achieved through effective joint working.
- Where operational responsibilities cross into theatre departments, ensure effective communication and support clear procedures. Create and sustain positive cross-departmental working relationships.
- Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.
- Act as Duty Manager for Hospitality events and for theatre events.
- The post holder will carry out any other duties as appropriate to the post and as required by the General Manager or Theatre Director.

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.

**This Job Description is current at commencement of employment.**

**In consultation with you it is liable to variation by management to reflect or anticipate changes in or to the job.**

## PERSON SPECIFICATION

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

### Experience

- A minimum 3 years management experience in a relevant hospitality environment
- Relevant Event Management experience
- Experience of working with profit and loss accounts
- Experience of successful staff management including recruitment, appraisals, training & development and work performance.
- Proven track record in financial performance
- In depth knowledge of relevant Food safety and Food Hygiene procedures
- Previous experience of stock and cash handling and relevant controls

### Skills

- Excellent interpersonal skills
- Excellent written and verbal communication skills
- IT skills including a basic competency in Word and Excel

### 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.
- Proven ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.
- Flexible approach working hours
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### Other

- Highly presentable with a pro-active approach to maintaining excellent customer service

### Desirable

- Formal intermediate management qualification.
- Formal training to assist in delivery of staff training e.g. "Train the Trainer"
- Experience in sales and marketing
- Experience in a multi-functional catering operation
- Experience in menu planning and design
- Previous Premises License Holder / Personal License Holder