

JOB DESCRIPTION TEMPLATE

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| JOB TITLE | CAFÉ & BARS SUPERVISOR |
| CONTRACT STATUS | Permanent, full time |
| SALARY | £21,000pa 25 days annual leave, plus bank holidays |
| HOURS | 40 hours per week, according to a rota This will include some evenings and weekends |
| RESPONSIBLE TO | Catering Manager |
| RESPONSIBLE FOR | Casual Catering staff |
| OTHER KEY WORKING RELATIONSHIPS | <p>INTERNAL</p> <p>Head Chef Assistant Catering Manager Sous Chef Kitchen team Front of House Box Office</p> <p>EXTERNAL</p> <p>Theatre Customers Suppliers Contractors</p> |

Catering at the Yvonne Arnaud comprises our café, Stalls and Circle Bars, and Vanbrugh Room, as well as providing hospitality for private and corporate events. Over 130,000 customers will visit the theatre during a year, they may be attending a show, or grabbing a coffee while shopping. We aim to provide a variety of food and drink options during the day, pre-show and during the interval that will suit their needs, and keep them coming back.

The Yvonne Arnaud Theatre is a charity and Surrey's only producing theatre. It's a lively place to work, as part of a welcoming and supportive team.

JOB PURPOSE

The Supervisor will work with the Catering Manager and Assistant Catering Manager to ensure our customers are looked after and our front of house operations work smoothly.

THE PERSON

The Supervisor will be front of house during service, overseeing the smooth operation of the café and bars, and liaising with the kitchen as required. They will set the standards for exemplary customer service. This is a great opportunity for the right candidate to learn more about running a diverse catering operation.

DUTIES & RESPONSIBILITIES

- To support the Catering Manager and Assistant Catering Manager in the successful running of the theatre's café, bars and related activities.
- To oversee Front of House Catering team members, ensuring the highest standards of customer service
- To ensure that all food, drinks and service exceed the specified standards
- To maintain good liaison, communication and working relationships with all management, staff and Patrons
- To lead by example in all aspects of working procedures
- To comply with all aspects of Health and Hygiene, Health and Safety, Equal Opportunities Policy, and Emergency procedures, and any other legislation as laid down by the Company
- To report all illness, faulty equipment and any other item of cause to the Catering Manager
- To resolve any staff grievance, or guest complaint which may arise, and deal with accordingly
- To aid all members of staff when the need arises, and staff accordingly to anticipated demand
- To operate all procedures to the best of your ability and to ensure that all staff are working to the best of their ability
- To ensure all company cash handling procedures are adhered to at all times

Other

- Demonstrate an understanding of the Theatre's values, ethos and mission and to promote these through everyday practice in the role.
- Comply with all legislative, regulatory and policy requirements as appropriate
- Comply with the Theatre's Financial Regulations and financial management procedures
- Observe the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate the value and importance of equality and diversity in every aspect of the Theatre's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote the Theatre's environmental sustainability policy and practices
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Participate in Theatre events including when these are held in the evenings, at weekends or otherwise outside of normal working hours.
- Undertake such other duties as may reasonably be required from time to time

PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE |
|---------------------------|---|--|
| SKILLS / ABILITIES | Excellent customer service skills Problem solving | Previous experience in a similar, customer facing role |
| KNOWLEDGE | A thorough understanding of hospitality and catering processes Use of standard catering equipment, including EPOS systems, | |
| QUALIFICATIONS | Demonstrable previous hospitality experience | Recognised industry qualifications in hospitality or customer service First aid |
| EXPERIENCE | Senior roles in hospitality or catering | |
| PERSONAL QUALITIES | Well-presented Team player Sense of humour Willingness to work evenings and weekends | |

HOW TO APPLY

Application is by completing the Job Application Form and optional CV and covering letter.

Please email your application to: mfield@yvonne-arnaud.co.uk

The Yvonne Arnaud Theatre encourages people from any background to apply for any of its current vacancies

We are committed to creating a team which is representative of our society and to bringing together those with a variety of skills and experiences, to help shape what we do and how we work.

We are particularly keen to hear from black, Asian and minority ethnic and disabled candidates. All disabled candidates who demonstrate that they meet the essential criteria for any of our positions will be invited for an interview.

Data Protection – If you apply for a job or work experience at the Yvonne Arnaud Theatre, we will need to collect certain personal data and special category data as part of your application. By providing information within your CV and covering letter, you are consenting to its use for the purpose of processing your application and assessing your suitability to the position applied for. If your application is unsuccessful, our policy is to delete/destroy the application six months after the closing date. If we feel that your details

would be useful to keep for a longer period, should an appropriate position arise in the future, we will seek your permission to maintain these records for longer than six months.

Notification – Whilst it is normally our policy to notify applicants as to the outcome of their application as soon as possible after the closing date, it is not always possible to do so. If you have not heard from us within four weeks of the closing date, please assume that your application has not been successful.