

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Guest Experience Duty Manager
Reports to	General Manager
Responsible for	Casual Hospitality Team
Hours	30 hours - Mon-Sun
Contract	Part Time
Annual Leave	33 days per annum inclusive of Public bank holidays
Salary	£25,000 FTE (£18,749.99 30 hours)
Location	Wycombe Swan

ABOUT TRAFALGAR ENTERTAINMENT(TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate 16 venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value Creativity, Collaboration, Excellence, and Respect.

ABOUT THIS ROLE

The postholder plays a pivotal role in our Guest Experience operation, ensuring set standards are achieved and maintained whilst maximising all revenue streams.

ABOUT YOU

A professional with proven experience as a successful supervisor, leader and motivator of a busy team and demonstrate a genuine desire in delivering outstanding customer service.

You’ll be resilient, able to communicate clearly and excellent at forming working relationships with others.

- Hands-on bar and waiting experience within a busy hospitality service environment.
- Proven experience as a successful supervisor, leader and motivator of a busy hospitality team.
- Proven experience of successfully delivering a high standard of customer service within a quality hospitality operation.
- A working knowledge and understanding of current Food Hygiene and Health and Safety legislation, rules and regulations.

KEY RESPONSIBILITIES

- In collaboration with the General 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.
- Sustain positive cross-departmental working relationships, ensuring effective communication and support.

- Support and motivate casual staff to ensure they deliver consistently excellent customer service.
- Actively lead food and beverage service ensuring the guest experience is positive. Maintain a constant management presence throughout key service times and proactively drive sales through excellent leadership.
- Act as Duty Manager for the building on a rota basis, working evenings, weekends and bank holidays.
- Assist with the management of the Hospitality operations, including the events, bars and restaurant, to ensure they are delivered to the highest standards of presentation and quality by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.
- Manage ordering, delivery and rotation of all beverage stock and relevant equipment to ensure that all areas are sufficiently stocked based on anticipated business/sales.
- Assist with stock takes and stock control, monitoring of all margins across Food/Liquor/Kiosk lines, ensure adequate stock controls are in place and that stock results and supporting data are reported as required.
- To understand and have an excellent knowledge of managing all current Health & Safety legislation, licensing regulations and Food Hygiene legislation.
- Lead the Casual Hospitality team ensuring they score highly on all environmental health audits, food safety audits, and meets the requirements of the company's food safety management system.
- 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.
- Assist the General Manager with effectively planning and co-ordinate the training, development and learning requirements of the hospitality team, with an emphasis on customer service, sales through service and health and safety.
- Undertake any relevant training and development that may be required, and to keep abreast of relevant industry developments.

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.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.