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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Hospitality Permanent Shift Supervisor |
| **Reports to** | Hospitality Manager/Assistant Hospitality Manager |
| **Responsible for** | Hospitality customer service |
| **Hours** | Part-time: Days, evenings and weekends |
| **Contract** | Permanent 20-hour week |
| **Annual Leave** | 33 Days - Inclusive of Bank Holidays (Pro-rota) |
| **Salary** | £13.629 PR |
| **Location** | Swindon Theatres |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

We’re a leading theatre and live-entertainment group with a national and international footprint.

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a business focussed on bringing people together to share in the live experience; through new productions, through the operation of amazing theatre and live-event spaces, and through distribution of live-streaming content. The group is home to Trafalgar Theatres, Trafalgar Theatre Productions, Trafalgar Releasing, Stagecoach Performing Arts, Helen O’Grady Drama Academy, Trafalgar Tickets, London Theatre Direct, Stagedoor App, Jonathan Church Theatre Productions and Chiswick Cinema.

ABOUT TRAFALGAR THEATRES

**Trafalgar Theatres** is the venue-operating division of TE. We currently operate 15 venues; including 12 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 SWINDON THEATRES

The Wyvern Theatre (635 seats) and Arts Centre (224 seats) are exciting places to work. Both venues offer a mixed programme of concerts, comedy, dance, drama, musical theatre and local amateur productions. We also host a wide range of hospitality and community engagement events throughout the year, and hire our spaces for conferences, private parties and weddings. We are extremely proud of our venues. Our teams enjoy working in an ever-changing environment with people who have true passion and dedication. If you’re looking to work in unique surroundings and in a role that allows you to drive your interests and ambitions forward, we may have just the job for you!

ABOUT THIS ROLE

The Hospitality Shift Supervisor role is vital to the success of our business. Our team plays a pivotal role in the delivery of quality service to our customers during showtimes and events. You will be joining a fast-paced and vibrant team to work across our café, bars, and ice cream parlour, maximising ways to enhance each customer’s experience of their night out at the theatre.

As a Hospitality Shift Supervisor, the postholder is responsible for:

* Delivering smooth, memorable, and efficient customer service using our in-house Four Pillars training as a framework to think outside of the box.
* Meeting mystery shopper criteria and following steps to maximise spend-per-head.
* Timely deliverance of stock rotation, interval orders, and drink orders.
* Ensuring food hygiene standards are followed in accordance with our Level 2 Food Safety training.
* Awareness of allergy requirements via our Food Allergy Awareness training.
* Follow health & safety procedures, including our in-house COSHH, manual handling, and fire awareness training.

ABOUT YOU

We are looking for an enthusiastic and committed individual to join our Hospitality team. You will be resilient, able to communicate clearly and excellent at forming working relationships with others. You will have a presentable, professional and approachable manner which sets an example for others to follow.

ESSENTIAL

* Experience working as part of a team.
* A motivated and friendly individual with a positive attitude.
* Self-organisation and time management.
* Available during evenings and weekends.

DESIRABLE

* Previous experience in a customer service environment.
* Previous experience in a busy theatre environment.

JOB OVERVIEW

* Ensuring all bars are set up to a presentable standard, prioritising stock presentation to encourage sales.
* Briefing Hospitality Team Members at the start of each shift, assigning staff to each station.
* Ensure staff are informed of key health and safety info, including first aiders available, fire evacuation information, and where to access allergy information. Being on hand to assist team members, and guiding them on best practice, including mystery shopper reminders, health and safety guidance, and food hygiene procedure.
* Overseeing the security of hospitality stock and equipment when running the shift.
* Liaising with the Duty Manager to ensure Hospitality have accurate show running times/any other relevant information pertaining to hospitality.
* Managing staff to ensure an effective, thorough, and smooth closedown of all areas at the end of each shift.

PERFORMANCE MEASURES

* Informal 121s.
* Monthly Mystery Shopper Reports.
* Spend-per-head targets.
* Applause card and Four Pillars recognise and reward scheme.

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.