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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | **Hospitality Team Lead** |
| **Reports to** | House Manager |
| **Hours** | 40hours |
| **Contract** | Permanent |
| **Annual Leave** | 33 days per annum, inclusive of Public bank holidays |
| **Salary** | £26,500 |
| **Location** | New Theatre, Cardiff |

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 **21** 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 main responsibilities of the Hospitality Team Lead will be:

* To stock bars and event spaces, ensuring they are stocked to the appropriate levels and tailored to event genres to maximise sales
* To assist with stock management ensuring minimal wastage and complete the associated paperwork
* To receive and record deliveries in line with policy and undertake general porterage duties
* To clean and maintain the cellars, ensuring excellent levels of hygiene and tidiness in accordance with health and safety guidelines, and regular deep cleaning of the bars and appliances
* To assist, when required, both internally and externally conducted audits
* To maintain effective stock control and carrying out regular stock rotation, while ensuring that all security procedures are adhered to, in order to minimise stock losses
* To work with the House Management team to develop and improve sales by supporting and motivating the Hospitality Team
* To support the Duty Manager in the supervision of the Hospitality Team and operation when rostered on show shifts.
* To assist the DM team with communication of cleaning requirements to the external cleaning contractor
* To follow and monitor the implementation of the venue’s food handling policy and document all quality processes with regard to food safety
* To provide Stage Door cover as and when rostered which to include unlocking the building in line with written security procedures. Stage Door duties would include operating the venue’s switchboard, dealing with internal and external enquiries, monitoring the venue’s fire panel and CCTV system to ensure the security of the building and working in line with all relevant policies and procedures
* To act as a First Aider with the provided training
* To facilitate and ensure the provision of agreed facilities and riders requests to visiting production companies.
* To understand all health and safety procedures, risk assessments and site-specific concerns, adhering to all procedures in order to minimise the risk of injury and accidents
* To represent the theatre in a professional manner at all times, providing excellent internal and external customer service to company colleagues, visiting production staff and building contractors
* To attend training courses, as required, and take responsibility for ongoing professional development
* Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed
* his is not an exhaustive list of duties - from time to time you may be required to undertake such alternative or additional duties which will commensurate your skills, experience, and capabilities.

ABOUT YOU

We are looking for individuals that can work as part of a team and individually to achieve and deliver our values: creativity collaboration, excellence, and respect.

The Hospitality Team Lead will primarily work in the Hospitality & Front of House department, taking responsibility for the venue’s stock and cellar spaces. They will bring in deliveries and restock the bars each, monitoring stock levels and ensuring the accurate recording of waste. The role will also ensure compliance with Food Safety procedures and relevant paperwork. With this in mind, the role requires a person with a keen eye for detail and the ability to maintain accurate records to ensure excellent stock control. Part of the role will be to ensure dressing rooms have the required provisions to ensure a welcoming arrival for visiting production companies including the laundering of towels and other hospitality arrangements.

The Hospitality Team Lead will assist the House Management team to drive retail sales via the casual team. This will involve supporting the team in new sales initiatives and product introductions as well as supervising and motivating the casual team to achieve income targets when undertaking show shifts.

The Hospitality Team Lead will be able to build a good working relationship with the on-site cleaning supervisor to facilitate the effective cleaning operation of the building. The Hospitality House Officer will also work within Stage Door to provide cover as rostered. They will also receive and record deliveries and carry out general porterage duties. We are, therefore, looking for an individual who is highly self-motivated, has strong organisational skills, and the ability to problem-solve.

**Your Experience**

* Evidence of organisational ability and time management skills
* Previous experience working in a theatre or hospitality venue
* Previous experience in a sales role with a passion for driving sales

**Key attributes:**

* Literacy and strong previous experience of Microsoft Outlook, Word and Excel
* Passion for theatre / live entertainment
* Attention to detail and the ability to accurately enter data.
* Great team spirit
* Strong communication and listening skills when dealing with colleagues, members of the public, key stakeholders and industry colleagues
* Understanding of health and safety
* Ability to work effectively during busy times
* Excellent time management and organisational skills, with the flexibility to quickly change tasks to adapt to the business needs
* Self-motivated with the ability to use own initiative

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.