

SWINDON
WYVERN THEATRE
& ARTS CENTRE

Hospitality Team Member

Job Description
Person Specification

July 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

Swindon Theatres is two of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The Wyvern Theatre and Arts Centre are exciting places to work. 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!

Employment type: Casual (0 hour contract)

Salary: £8.36-£8.91

Hours: Working hours will include evenings, weekends and Bank Holidays.

Work location: You will be based at Wyvern Theatre & Arts Centre and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: To contribute to the success of the department by assisting the Hospitality Team in executing hospitality operations and exceptional customer service during scheduled shifts.

Our ideal candidate: A motivated and strong customer focused individual with previous experience in a similar hospitality role & environment.

For an informal discussion contact: Kath Wilson, Assistant Hospitality Manager
kwilson@wyverntheatre.org.uk

Closing date: 19th July 2021

How to apply: Send your CV and a covering letter to kwilson@wyverntheatre.org.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

You will report directly to the Hospitality Manager (HM).

KEY ACCOUNTABILITIES

Operational

- Operation of all till points and knowledge of all required functions pertaining to the till/sales systems.
- A flexible attitude towards the operation of all points of sale and the ability to move between stations when on duty. This may include Bar, Café, Restaurant, Ice-cream parlour, Events and other areas within the Hospitality Department.
- Welcoming all customers and visitors into the building at all times. This includes general guidance and way-finding for customers and answering queries.
- Active upselling as part of every appropriate transaction.
- Contribution to the achievement of Customer Service HGEM targets.
- Adherence to all departmental procedures and policies, including, but not limited to, opening, closing and service.
- Assist in maintaining the highest standards of service and customer care within the whole theatre.

Health & Safety

- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
- Ensure compliance with all food hygiene and liquor license legislation.
- Adherence to emergency and evacuation procedures including all relevant training, drills and briefings.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

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.

PERSON SPECIFICATION

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

Experience

- A proven track record demonstrating reliability and good timekeeping.
- A proven record of providing excellent customer service.

Skills

- The ability to work calmly and effectively in a pressurised work environment.
- Ability to respond flexibly to changing business needs and demands.

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.

Desirable

- Proven experience of working in a similar role and successfully delivering a high standard of food and drink within a busy, customer-focussed operation.
- Food Hygiene Level 2 qualification
- Enthusiasm for the performing arts and entertainment.