WATFORD COLOSSEUM

JOB DESCRIPTION AND PERSON SPECIFICATION

Restaurant Manager

THEATRES & HOSPITALITY

Venue:	Watford Colosseum
Reporting to:	Hospitality Manager
Direct Reports:	Hospitality Team Leaders and Hospitality Casuals
Liaison with:	Assistant Hospitality Manager (Bars), Event Manager, Head Chef, Duty Managers, Technical Staff.
Purpose of the post:	To oversee the delivery of an efficient, high quality restaurant service, maximising profitability, achieving financial targets and ensuring business objectives are met. Ensure the highest standards of customer service are delivered, ensuring smooth service and consistency between departments. Assist and support the Hospitality Manager role with a management presence throughout all Hospitality departments. Assist in communication of business objectives by attending management meetings as required. In conjunction with the Hospitality Manager and all HODs, uphold the conditions of the Theatre Licenses.
Requirements:	See Person Specification below

Application Procedure:

Please send a copy of your curriculum vitae, accompanied by a letter which sets out your interest in the post, and your suitability for it to:
Fiona Brignull, Hospitality Manager, Watford Colosseum, Rickmansworth Road, Watford, WD17 4LD
fbrignull@watfordcolosseum.co.uk

Closing date:	**25th September 2015**
Salary:	C26k
Hours of Work	160 hours in any four week period, not more than 60 hours in any week. The post-holder will be required to work flexibly including weekends,

July 2015

WATFORD COLOSSEUM

JOB DESCRIPTION AND PERSON SPECIFICATION

Restaurant Manager

THEATRES & HOSPITALITY

KEY RESPONSIBILITIES:

1. Manage and oversee the restaurant whilst supporting all Hospitality departments in conjunction with the Hospitality Manager.

2. Manage and develop Hospitality staff by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.

3. Ensure all Hospitality departments under line of responsibility deliver excellent service standards on a consistent basis.

4. Maximise upselling opportunities and spend per head targeting ensuring Restaurant merchandising opportunities are relevant to the audience and customer type.

5. Support the Hospitality Manager in delivering the annual Hospitality Business Development Plan

6. Programme, update and maintain the EPOS tills, ensuring any problems are efficiently dealt with as they arise and in optimum time.

7. Undertake opening and closing duties, including the changing of room configurations within your main department of work as well as other departments as required, carrying out banking responsibilities on a rota basis.

8. Ensure effective recruitment and induction processes are followed and maintained through the Hospitality Team.

9. Ensure adequate staffing levels are maintained in all areas of responsibility, to be achieved within set financial constraints.

10. As directed by the Hospitality Manager, ensure adequate stock controls are in place and that stock results and supporting data are reported as required.

11. In liaison with the Assistant Hospitality Manager (Bars), develop and implement effective stock management processes, minimising wastage and loss.

12. Ensure HQH cash and security policies, administration and financial procedures are adhered to and relevant data is delivered in an accurate and timely manner.

Other Duties and Responsibilities

1. Ensure all operations adhere to relevant legislation, licensing conditions and Health and Safety Regulations.

2. Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.

3. Carry out any other duties as appropriate to the post and as requested by the Hospitality Manager.

July 2015

WATFORD COLOSSEUM

JOB DESCRIPTION AND PERSON SPECIFICATION

Restaurant Manager

THEATRES & HOSPITALITY

This Job Description is current at commencement of employment. In consultation with you it is liable to variation by management to reflect or anticipate changes in or to the job.

PERSON SPECIFICATION

This role requires the successful candidate to be a well presented professional with proven experience in bars and hospitality management.

ESSENTIAL

Hands-on bar and waiting experience in a busy hospitality service environment. Minimum two years' experience.	
A proven track record of delivering high standards of service and presentation.	
Excellent interpersonal skills	
Highly presentable with a pro-active approach to maintaining excellent customer service	
Previous experience of managing and training staff in a team leader or supervisor capacity. Minimum one year's experience.	
Experience of managing consumable / perishable stock and delivering catering services within appropriate food hygiene legislation/best practice.	
Previous cash handling and cash reconciliation experience	
IT skills including a basic competency in Word and Excel	
Ability to work flexible hours including evenings, weekends and Bank Holidays as required	

DESIRABLE

A formal intermediate management qualification	
Formal training to assist in the delivery of effective staff training, i.e. Train the Trainer	
Intermediate Food Hygiene qualification	
Experience in a multi – functional hospitality operation	

July 2015

WATFORD COLOSSEUM

JOB DESCRIPTION AND PERSON SPECIFICATION

Restaurant Manager

THEATRES & HOSPITALITY

I acknowledge receipt of, and confirm my agreement to carry out the duties as described. I understand this job description is current at the date shown above and that, in consultation with the post holder, it is liable to variation by management to reflect or anticipate changes in or to the job.

Signed: _____ _____ Date: _____
(Post holder)

Signed: _____ _____ Date: _____
(For and on behalf of HQ Theatres Ltd.)