**HAMPSTEAD THEATRE RECRUITMENT PACK**

**FRONT OF HOUSE MANAGER, BARS AND CATERING**

Thank you for your interest in the role of **Front of House Manager, Bars and Catering** at Hampstead Theatre.

To apply for the position, please complete the application form with particular emphasis on how you meet the person specification.

You should send your completed application form to jobs@hampsteadtheatre.com.

The deadline for the position is **Friday 10th July at 5pm**.

**DIVERSITY STATEMENT**

Hampstead Theatre believes that theatre and the arts must be relevant and accessible to the many, not just to the few.

Hampstead Theatre is an equal opportunities employer opposed to any form of direct or indirect discrimination and aims to positively engage with people from all backgrounds.

We welcome applications from candidates from diverse backgrounds.

**ACCESS STATEMENT**

If the application form is not a suitable application method for you because of an impairment or disability please contact us to make alternative arrangements.

**THE HAMPSTEAD STORY - ORIGINAL AMBITIONS.**

Our belief: To entertain the world with originality

Our purpose: We believe the greater the ambition, the greater the impact

Welcome to Hampstead Theatre. We were born in a humble hut over fifty years ago. Our simple mission was to create original theatre without creative restriction. We quickly attracted a generation of talent that helped to redefine British Theatre. That not only entertained but propelled the art form forwards. From Harold Pinter testing out his early plays here to the likes of Mike Leigh, Michael Frayn, Brian Friel and Terry Johnson – to name just a few. Original thinkers, every one.

We’re still driven by the same ambition. To challenge, influence and shape the future of British theatre. To create the future mainstream - entertaining experiences that are original and ambitious. We see ourselves as part of a rich tradition that stretches back to the age of Shakespeare. A tradition that mixes craftsmanship with entrepreneurship. Commercial success with critical acclaim. And a creative eye that seeks out variety – from musicals like Sunny Afternoon to mould-breaking plays like *#aiww: The Arrest of Ai Weiwei* and *Chariots of Fire*. We were the first to turn a theatre into an Olympic park.

We left our hut a long time ago and now occupy London’s newest theatre. Purpose built for the 21st century to allow our writers, actors, directors and producers maximum creative flexibility. It’s from this base that we will take our work to the wider world. To the West End. To the Internet. And beyond. Our ambitions are big. We aim to move theatre forwards with new ideas, talent and energy to excite our audiences with the lateral, the fresh and the unexpected. It’s part of our belief that innovation, reinvention and surprise are the lifeblood of true entertainment. Here’s to the future – it belongs to those who cherish originality.

**FRONT OF HOUSE MANAGER, BARS AND CATERING – JOB DESCRIPTION**

A vacancy has arisen at Hampstead Theatre for an exceptionally talented individual to join an ambitious team dedicated to creating original and entertaining theatre.

The Front of House Manager, Bars and Catering works closely with the Head of Front of House, Bars and Catering to deliver all aspects of the hospitality offer, to lead our dedicated and committed front of house team and to capitalise on continuing success on stage. The strategic objective is simple: to deliver the best audience experience in London.

The successful candidate will be an innovator with previous experience of delivering the highest standards of customer care in a similar environment and an ability to motivate and inspire others to maintain those same high standards. Passion, a flexible approach and calmness under pressure are a must.

**DUTIES**

**Hospitality**

* Supporting the Head of Front of House, Bars & Catering in delivering outstanding customer service to our audiences and customers.
* Providing effective leadership to the Front of House team by recruiting, inducting and training colleagues that are energised, knowledgeable and motivated to deliver the best in customer service.
* Ensuring that revenue is maximised through effective and successful upselling in parallel with service and standards that are second to none.
* Suggesting and developing products which will maximise revenue.
* Ensuring all public areas of the building are clean, presentable and welcoming to all customers with a range of access needs.
* Managing requirements for internal events, especially for the development department, to ensure fundraising opportunities are maximised.
* Working as Duty Bar Manager at least one shift a week.

**Sales and Financial Management**

* Supporting the Head of Front of House, Bars & Catering in identifying sales opportunities and developing appropriate strategies to meet these.
* Ensuring products are ordered, delivered and accounted for accurately.
* Having an analytical attitude, assessing where changes need to be made to improve profitability.
* Ensuring performances are staffed appropriately, meeting the balance between offering an inviting experience for our customers, maximising sales opportunities and also being cost effective.
* Ensuring that strict cash handling procedures are adhered to by all staff.
* Carrying out float checks, ensuring declared counts are what they should be.
* Ensuring the accurate reconciliation of stock.

**Front of House**

* Acting as duty manager for the building, including for at least least two performances per week.
* Ensuring that front of house staff are proactively and attentively offering assistance to customers.
* Rostering staff, ensuring performances and bar are staffed appropriately, striking a balance between offering an inviting experience for our customers and maximising sales opportunities whilst also being cost effective.
* Acting as a first aider and taking particular responsibility for ensuring first aid kits are stocked and maintained throughout the building.

**Other activities**

* Ensuring compliance with all relevant legislation, including sale of alcohol, licensed premises and food hygiene.
* Participating in marketing initiatives and promotions.
* Ensure the FOH operation is consistent with Hampstead Theatre’s brand identity and guidelines, as outlined by the Marketing Director, and contribute new ideas to the ongoing development of the brand.
* Deputising for the Head of Front of House, Bars and Catering as required.
* Undertaking any other duties as may reasonably be required.

**FRONT OF HOUSE MANAGER, BARS AND CATERING – PERSON SPECIFICATION**

* A genuine passion for bold, ambitious, original theatre.
* Previous experience of customer service in a similar environment.
* Excellent interpersonal, communication and customer care skills.
* Approachable demeanour and ability to communicate and advocate the work of the theatre.
* An understanding of commercial strategy.
* Tactful, diplomatic and able to maintain confidentiality for sensitive information.
* Highly accurate and well-organised with good time management skills.
* Previous experience of cash handling procedures.
* Ability to remain calm whilst working under pressure.
* Flexible, responsive and a team player.
* Available for evening and weekend events as required.
* Demonstrable success of managing a team of people and proven ability to recruit, train, develop, inspire, motivate and manage a team to achieve high standards of customer care.
* Experience of communicating with suppliers and ordering and reporting any issues with suppliers in a timely fashion.
* Ability to understand and manage health & safety, fire safety, licensing and other statutory regulations.
* Current First Aid at Work certificate or successfully applying for the certificate following appointment.
* Current Personal Licence holder or successfully applying for the licence following appointment (NB: An application for a personal licence will also require successfully passing a Criminal Records Bureau check).

**FRONT OF HOUSE MANAGER, BARS AND CATERING – TERMS AND CONDITIONS**

**Salary** – c.£22k p.a.

**Hours** – This is a full-time position working a 35-hour week for five days out of seven, Monday to Saturday, on a rota basis and should expect to work regular mornings, evenings and weekends.

**Holiday** – 25 days annual leave.

**Contract** – Permanent, after completing three months’ probation.

**Other benefits:**

Interest-free season-ticket travel loans.

Complimentary tickets for performances (employees will see all Hampstead Theatre Productions – additional tickets will be dependent on availability).

Employer’s contribution to NOW! pension scheme.

10% discount at Hampstead Theatre’s Café Bar.