

Café Manager



Responsible to: Theatre Manager / Chief Executive

Responsible for: Café staff and Bar staff

Working with: Duty Managers, Box office staff & Front of House Assistants

Key part of Operations Team

Pre-Covid, the Marina Theatre welcomed over 85,000 people through the doors every year and ran a varied programme of live theatre, films and live screenings.

The Marina Theatre Café is situated close to the Box Office area and as such is an important part of the initial impression new and existing customers have of the theatre.

Since reopening with Covid restrictions in place, the Café is an even more crucial part of the Marina's operations, providing a much-appreciated and vital service to the community of Lowestoft. It has also provided vital interface between the theatre and its audience, allowing both to reassure and gauge feelings of confidence.

The Cafe has seating for 56 people and our Circle Bar is open for some performances serving alcohol and soft drink pre-show and during the interval. As well as a food and drink menu the café also caters for events and private hires hosted by the Marina.

The Marina Theatre Café is currently open Wednesday – Saturdays, 10am - 3pm, as well as some evenings for films & screenings.

The Café Manager is a practical, hands-on role, with much of their working hours spent working the service area, preparing and serving food, ensuring all staff provide a warm and welcoming space to all the users of the theatre, with office time built in for administration and planning.

This is an exciting opportunity to play a vital role in evolving our offer as the theatre continues to develop its cultural offering and commercial operations.

Hours: 30-37.5 hours a week (to be discussed), includes weekend and Bank Holiday working depending on schedule, performances and external hires.

Salary: £20,000 pro rata

Key duties and responsibilities

Café & Bar Management

- Take full responsibility for the effective operation of the café bar working alongside the café and bar teams welcoming customers, preparing and serving food and drink.
- Ensure all relevant legislation and procedures and processes are adhered to including Food Hygiene, *Safer Food Safer Business* and alcohol licensing.
- Ensure that accurate cashing up, opening/ closing procedures are carried out and correctly reported
- Ensure that Safety protocols and cleaning procedures are carried out and correctly recorded

- Review and plan the menu in collaboration with other key personnel, including setting mark-up prices and a collection of seasonal or show-based specials
- Ensuring that the Café and Bar areas are warm, welcoming and a place for all customers to enjoy and return to, and that all our customer service is reflected in that.
- Work with the Theatre Manager in managing the Kiosk and Circle bar and developing their offer including promotions and special offers.
- Work with the Theatre Manager in managing and developing our function and event spaces and ensuring effective delivery of catering for this.
- With Theatre Manager, Chief Executive and Marketing team to regularly, review sales and expenditure, spend per head, and agree targets and strategies for growth and how to maximise promotional and sales opportunities.

Financial and Stock Control

- Carry out supplies ordering for all catering areas within financial guidelines
- Ensure all deliveries are received correctly and logged.
- Process and log invoices and petty cash receipts with the Operations Manager
- Manage and report waste, shrinkage and weekly sales reports to the Operations Manager
- Monitor sales and stocks on an on-going basis including monthly stock checks.
- Review suppliers and prices on an ongoing basis to ensure value for money.
- Ensure that all financial procedures are carried out correctly.
- Manage the effective use and updating of the theatre EPOS system
- Manage and report any maintenance issues and ensure regular servicing of equipment is carried out

Staffing & Customer Service

- Manage the café supervisors and team, ensuring they work to the expected standards at all times
- Develop a full training and induction plan for staff (and regular refreshers) to include food & alcohol legislation, menu preparation and customer service.
- Prepare and manage staff rotas, staff holidays, and timesheets for the Café and Bar staff.
- With Theatre Manager, recruit Café and Bar staff and manage team appraisals and any disciplinary procedures.
- Set a high standard and good example for café staff with regard to punctuality, attendance and attitude and ensure these standards are maintained at all times.
- Set a high standard and good example for café staff with regard to cleanliness and hygiene to be maintained at all times including a regular deep clean and additional cleaning schedule.
- Participate and lead as required regular staff meetings and training as and when required.
- Carry out any other duties within the scope, spirit and purpose of the post as reasonably requested.

Person Specification

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Experience in a café/restaurant/service environment • At least one year's experience in food and beverage management. • Experience of managing departmental budgets, stock and cost control including mark-ups. • Experience of leading and motivating a team, including recruitment, training and rotas. • Have had previous experience with the handling of cash at a managerial level. • Hold a Level 2 in Food Hygiene • Have a working knowledge of catering and food legislation including Safer Food Safer Business, licensing laws and food hygiene • Food preparation and menu planning • Competent IT, numeracy and literacy skills. • Passion for good food and drink. • Commitment to excellent customer service. • Ability to work quickly while remaining welcoming and friendly to customers. • Have the ability to communicate clearly and able to remain calm under pressure. • Self-motivated and effective in time management. • Ability to work independently and know when to involve others. 	<ul style="list-style-type: none"> • Valid First Aid certificate • Qualification in hospitality/catering desirable. • Personal licence holder desirable. • Track record in generating revenue and business development desirable. • Be informed about, promote and support the work of the Marina Theatre • Be proactive about your own training and personal development.