

APPLICATION PACK – BAR AND RESTAURANT MANAGER

We are currently recruiting for a Bar and Restaurant Manager to join us in spring 2023. They will oversee day-to-day operations for the basement **Bar & Kitchen** as well as other venues such as our outdoor

Court in the Square and pop-up bars throughout the building. You will find information about the role, the organisation and the person specification in the following pages. Before you submit your application, please read the information included here.

APPLICATION PROCESS

Please use the online application form to apply. A link to this form can be found on the jobs page of our website <https://royalcourttheatre.com/about/jobs/>.

The online application form will ask for the following things:

- Your personal contact information.
- Your NI number and / or any work permit details.
- Some equal opportunities data (optional)
- Your responses to 2 questions.

The 2 Questions for this role will be:

1. Why are you suited to this role? Please summarise your skills, knowledge and experience to demonstrate how you meet the essential criteria in the person specification
2. What excites you about running the Royal Court Bar & Kitchen?

Please answer these questions within the Survey Monkey form. We are including them here so you have them for your reference and in response to feedback from recent recruitment.

You will also be asked to upload your CV as a word document or pdf file.

We will confirm receipt of your application via email.

We will review all applicants' responses to the 2 questions and score these against the essential knowledge, experience and skills in the person specification alongside the CV to achieve a shortlist of people we will then invite to interview.

Candidates who currently have a valid work permit allowing them to work in the UK for the duration of this contract are welcome to apply. Unfortunately, we are unable to consider applications for this role which would require us to obtain a certificate of sponsorship or permit to work in the UK.

Please let us know if you would like further information, support with access requirements or an informal chat about the role. You can contact us on recruitment@royalcourttheatre.com

You can also email us if you would like to submit your application in a different format or experience any difficulties with the Survey Monkey form.

CLOSING DATE FOR APPLICATIONS: 9:00am Tuesday 30th May 2023

Interviews will take place at the Royal Court on a rolling basis.

ABOUT THE BAR & KITCHEN AND COURT IN THE SQUARE

The Royal Court Theatre has been operating their catering facility in-house since 2006. The Bar & Kitchen creates a welcoming and inspiring environment with a style and ethos which reflects the work we put on our stages. As an extension of the theatre itself we are conscious that the Bar and Kitchen upholds the Royal Court’s values of creativity, dynamism and diversity. We operate our commercial subsidiary as a sustainable business and are committed to working towards zero harm.

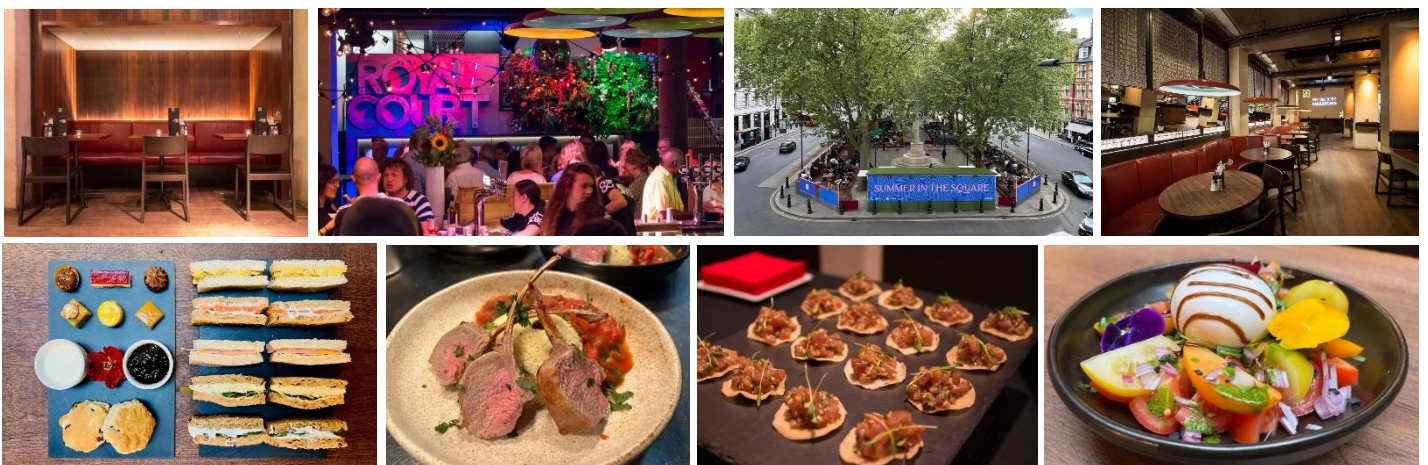
In 2020 we first opened Court in the Square, which has grown into a successful and busy outdoor pop-up. We now operate both the Bar & Kitchen and Court in the Square as destination venues. These commercial endeavors have helped to solidify the Royal Court Theatre’s financial position whilst recovering from the pandemic.

Our catering outlets serve both our audiences and those who are not visiting the theatre to great success. Offering expertly crafted cocktails alongside an extensive selection of craft gins, beers, wine and soft drinks. Our kitchen serves a great selection of burgers, sharing boards and salads with lots of vegetarian and vegan options.

Alongside our day-to-day operation we deliver bespoke events from intimate dinners on stage to large canapes receptions. The catering team works closely with the theatre’s Development Team on delivering supporters events. We also deliver a host of external private events in spaces throughout our building.

There is a core management team of Head of Operations and Sustainability , Bar and Restaurant Manager, Head Chef, Bar & Floor Supervisors, and casual bar, floor and kitchen staff.

All profits from our catering operation go directly to supporting the work of the Royal Court Theatre, cultivating and supporting writers – undiscovered, emerging and established.



ABOUT THE ROYAL COURT

The Royal Court Theatre is the writers' theatre. It is the leading force in world theatre for vigorously cultivating writers - undiscovered, new, and established.

Through the writers we are at the forefront of creating restless, alert, provocative theatre about now. The uniqueness of our environment enables writers to ask questions we don't yet know need to be asked in ways we cannot yet imagine, inspiring audiences and influencing future writers. Through the writers we strive to constantly reinvent the theatre ecology. We seek to find, cultivate, and create tomorrow's major writers and the classic plays of the future.

We seek stories from everywhere and create theatre for everyone, and we see our audience as one of our chief collaborators. We invite and enable conversation and debate, allowing our writers and their ideas to reach and resonate beyond the stage, and the public to share in the thinking.

The Royal Court is committed to fostering an inclusive, socially just culture in which everyone feels they belong. We are an equal opportunities and disability confident employer. We seek a representative workforce for our city and we warmly welcome and commit to interview applicants with protected characteristics who meet the criteria for this role.

VALUES

ACUTE + RESTLESS

We're driven by the need to unsettle pre-conceived ideas of theatre, applying intuition and acute intelligence to every script. We involve our audience in questions about what theatre could be and how it shapes our world. We want to make theatre history now.

INTELLECT + DEMOCRACY

We're unflinching in our intellectual bite and the stringency of our thinking.

We want to shatter the illusion that ideas are for the few, throwing open the best thinking and critical debate to a broad audience.

EMPATHY + DISRUPTION

We can't act alone. Together, we listen, respond and adapt, offering a sustaining and vital playground for experiment and ideas. We're bold and flexible, embracing positive disruption and the unpredictable.

ABOUT THIS ROLE

Job Title: BAR AND RESTAURANT MANAGER
Line Manager: Head of Operations and Sustainability
Direct reports: Bar & Kitchen Supervisors

MAIN PURPOSE

Provide a welcoming and efficient environment and the highest standards of service to our guests across our catering outlets.

Operationally plan and deliver the efficient provision of food and drink to all visitors, theatre patrons and staff, maximising sales and ensuring all health, safety, hygiene, and licensing regulations are met.

Working with the Chef, Head of Operations & Sustainability and Supervisors to optimise and further develop the catering offer.

KEY TASKS

MANAGEMENT

- Delivering the strategic vision for the Royal Court's catering operations by developing the Bar & Kitchen's style and operational ethos through constant review of service, staffing, menus and sales initiatives.
- Upholding the Royal Court's existing high standards of customer care.
- Responsible for the smooth day to day running and duty management of the bar and food areas, at all times when these facilities are open to the public.
- Acting as Duty Manager for at least 3 evening shifts per week, either for events or general bar service.
- Being responsible for the excellent presentation of the Bar & Kitchen, Balcony Bar, Court in the Square and other public areas at all times.

STAFFING

- Providing clear leadership for the Bar & Kitchen staff.
- Responsible for the recruitment, induction, management, organisation, training and motivation of all bar and floor staff.
- Work with the Head of Operations & Sustainability, Chef and Supervisors to build the team to work to the values of the Royal Court Theatre.

FINANCE & ADMINISTRATION

- As part of the Bar & Kitchen Management team, ensure the day-to-day finance systems used by the Finance Department in the delivery of the finance function for the Bar & Kitchen are effective, tidy and adhered to by all members of staff.
- Oversee cash management, including daily takings, till shortage/overage, banking petty cash and daily safe checks.
- Share responsibility, with the rest of the Management team for the production and distribution of quotes and sales invoices (using Xero), in liaison with the finance department and Head of Operations & Sustainability.
- Assist with controls and reporting; setting up systems to monitor staff meals, wastage, cleaning, etc, and assist the theatre's Finance department by providing information for financial reporting.
- Ensure food and drinks orders are placed in a timely manner to make certain that the kitchen and bars are kept appropriately stocked.

HEALTH, SAFETY & HYGIENE

- Work with the chef and manage the health & safety in the bar & food areas, ensuring all relevant records and files are kept accurately.
- To be familiar and up-to-date with the local licensing requirements and Health, Safety and Hygiene regulations, and to ensure that they are adhered to.
- Share responsibility with the rest of the Management team for ensuring that all catering staff are appropriately inducted and trained and aware of their health and safety responsibilities.
- Work with the Theatre Manager to prepare appropriate risk assessments as required.
- Act as a Fire Marshal in case of emergency.
- To be a trained first aider (training for this will be given if necessary).
- To be a personal license holder (training for this will be given if necessary).
- To be a Mental Health first aider (training for this will be given if necessary).

MARKETING & COMMUNICATIONS

- Work with the theatre's Communications Department on specific initiatives to promote the catering facilities, agreeing deadlines with them and ensuring they have all the information they need to promote the Bar & Kitchen.
- Ensure the Bar & Kitchen information on the website is accurate and regularly updated, and ensuring that the Communications Department is kept up to date with any changes.
- Develop and share food & drink menus in print and digital.
- Work with the team of supervisors to promote the catering operations through it's own social media channels.
- Maintain and develop relationships with external partners that can support the presence of our catering operation.

GENERAL

- Respond to all email and telephone correspondence, both internal and external, promptly and appropriately.
- Attend the theatre's fortnightly staff meeting, a regular Bar & Kitchen meeting, weekly frontline meeting and any other meetings as required.
- Contribute to the Royal Court's active and developing access policy through appropriate understanding of the needs of all visitors including those with disabilities.
- Play an active part in development, promotion and implementation of all company policies including anti-racism, anti-oppression, representation, access, environmental sustainability and health and safety, and ensure the Bar and Kitchen team adhere to these policies

This job description is a guide to the nature of the work required by the Bar and Restaurant Manager, the post holder may be required to undertake other duties appropriate to the nature of the post as agreed with the Head of Operations and Sustainability.

PERSON SPECIFICATION

- Previous experience in a Supervisory position, in a similar sized catering operation, is essential.
- Experience of leading and managing a team is essential
- A confident communicator with excellent customer care skills.
- Experience of managing, planning and delivering high level events is desirable.
- Proven understanding of financial processes, particularly concerning purchase/sales ledger, wages and stock control systems.
- Knowledge and training in health & safety and food hygiene regulations.
- Good understanding of general business management and strategic planning.
- Knowledge and appreciation of theatre operations.
- Highly organised and efficient, with excellent attention to detail.
- Ability to work calmly and effectively in stressful situations.
- Computer literate.

TERMS & CONDITIONS

Title of post: BAR AND RESTAURANT MANAGER

Hours:	45 hours per week including a minimum of 3 evening shifts per week and regular week ends.
Contract:	Full Time, permanent.
Salary:	£38,000 per annum plus a share of service charge that is paid to the team.
Holiday entitlement:	20 days per year, plus 8 days for statutory holidays. Rising to 25 days after 2 years.
Notice period:	2 months
Pension:	ESC Catering Ltd operates a workplace pension scheme under the auto-enrolment rules set out by the Pensions Regulator. We have chosen The People's Pension, operated by B&CE, to meet these legal obligations. We will write to you within the first month of you joining to explain what your options are and how auto enrolment works.

OTHER BENEFITS

- Complimentary tickets for preview performances, subject to availability and the Royal Court's staff ticket policy.
- 20% discount on all food and drink purchases across our catering outlets, subject to discount policy.
- 10% discount on all purchases in the theatre's Bookshop, subject to discount policy.
- Interest free travel season ticket loan.
- Cycle to work scheme
- Staff social events
- Commitment to learning, education and development
- Wellbeing support with staff counselling service.