

Recruitment Pack

BAR & KITCHEN MANAGER



April 2024

About The Roses

The Roses is a vibrant 367 seat, mixed arts centre in Gloucestershire, and the largest cultural organisation in the Borough of Tewkesbury. It welcomes around 80,000 visitors every year and provides a unique cultural offering to the local community and tourists visiting the medieval market town of Tewkesbury.

The Roses has been home to a world of possibilities since it first bloomed in 1975. Today we stand tall as a thriving destination for entertainment — a fun, eclectic and thought-provoking mix of live theatre, music and cinema for all to enjoy. Our doors are always open, and there's a comfortable seat and a friendly welcome for everyone that spends time with us.

Our reputation for providing a home away from home is what sets us apart. Everything we do is geared towards creating an easy, relaxing, and generous environment for our audiences to enjoy.

We are rooted in our community. We invite, excite and nurture through an evolving programme of events, activities and festivals. We give people access to a colourful spectrum of entertainment and culture right on their doorstep, encouraging active participation at every opportunity.

The Roses is a place to be entertained; to create and innovate; to learn, grow and flourish; and to be together.

A Centre For Community Creativity

The Roses is a recognised centre for arts participation serving audiences across Gloucestershire and South Worcestershire, with a specific focus on serving under-represented groups and areas of low engagement. Initiatives include:

- The 2022 launch of a new community and participatory department, **Get Creative**, supported by Tewkesbury Borough Council
- **Roses Young Creatives** – a weekly club for 8–21 year olds for budding theatre, film, music and game-makers. Our flagship participatory programme.
- **Feel Good Digital Festival** – a digital and in person participatory programme of free workshops, masterclasses and creative groups that runs every October. It has provided paid employment to over 30 local creative and arts freelance practitioners.
- One of 10 UK cinemas selected to take part in the **BFI Young Audience Generator**, a year long participatory initiative in 2021/22 engaging young people in programming and experiencing British & Independent cinema.
- Weekly & monthly **creative groups** including Roses Choir, Youth Theatre, weekly knitting & painters group provide vital social and creative activities every month to over 200 older people.
- Engaging Younger Audiences Project - a new programme of facilitated marketing & programming workshops for 14–25 yr olds that will contribute to organisational development & rebuilding marketing infrastructure.
- A **volunteer** scheme with over 80 active participants – the volunteer scheme provides a vital social lifeline to many of those involved, particularly over-70s experiencing isolation
- **Your Future** - a creative workshop project aimed at families who have experienced domestic abuse supported by the Big Lottery Fund, Tewkesbury Borough Council, Gloucestershire County Council.

Mission

The Roses is the cultural heart of Tewkesbury and the surrounding areas, and is a community resource that aims to create change in 4 areas:

1. A place to be entertained: we bring joy to people's lives
2. A place to create and innovate: we strengthen the local cultural ecology through innovative activities, partnerships & networks
3. A place to learn, grow and flourish: we support life-long creativity, nurturing and enabling creativity and wellbeing from birth to death. We are also passionate about developing a diverse, dynamic and talented workforce that delivers high quality work, including local & visiting freelancers, programming partners, and volunteers
4. A place to be together: we are an inclusive, warm and friendly venue, the proud cultural heart of our town and place, with a deep commitment to ensuring everyone is welcome

The Roses takes a person-centred approach that interrogates how all areas of the Roses programming works collectively as a 360 degree offer to support individuals and the community's cultural and creative life in a way that is relevant, responsive, engaging and nourishing.

Organisation

The Roses Theatre Trust is a company limited by guarantee and a registered charity. The business restructured in 2022 to create 2 trading subsidiaries to support income growth: Roses Productions Ltd, which processes The Roses' self-producing arm, and Roses Trading Ltd, its food and drink retail business.

Group turnover is approx. £1.6m a year. Responsibility for governance of The Roses Theatre Trust rests with the Board (currently 9 Trustees). The Theatre Director is the chief executive responsible to the Board for the artistic programme, the financial outcomes, and the management of the organisation.

The Roses employs 25–30 people on a regular basis. Our staff play an important role as a successful and committed team, within which personal development is encouraged and from whom input on all aspects of the theatre is valued.

We would not be able to maintain the high standards of customer care for which we are renowned without our volunteers, a group of over 50 people of all ages who give up their time to steward all performances, help with participatory activities, fundraise and generally make a visit to The Roses a smooth and enjoyable one.



Bar & Kitchen

The Roses Bar & Kitchen relaunched in 2023 following a refurbishment that included creating a food prep area, pizza makers and a full ground floor theatre bar.

Following launching a pizza and salad menu in Christmas 2023, The Roses is now moving to the next stage of its F&B strategy to fully embed and grow a strong food and drink offer, as well as widening its own performance and event programme, to widen and diversify an exceptional experience for our audiences and deliver increased income to the charity.

During the day the bar and kitchen is an important meeting space for The Roses, hosting our community groups and clubs, providing a welcoming, safe and accessible space for our local community.



Bar & Kitchen Manager

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

The Roses is looking for a creative Bar & Kitchen Manager to join its brilliant, friendly team, in a fun, flexible and dynamic workspace.

Our ideal candidate will be hands on and on-the-ground, working at different times across the business so they are a focal point for our audiences, balancing their time effectively across all parts of the day and week including evening and weekends.

They will have experience of food and drink service and come with great cellar and stock management. They will have a strong commercial head that knows how to drive profitability as well as deliver an exceptional customer experience, building on a new food and drink strategy implemented in the last 12 months.

As well as delivering a brilliant service for audiences as part of our ongoing main live show and cinema programme, they will be working in collaboration with The Roses programming, community and marketing teams they will develop, plan, promote and deliver relevant events in the Bar & Kitchen to create a vibrant, accessible and dynamic creative space for a diverse set of audiences and groups that use The Roses.

Reporting to: Director

Responsible for: Catering and bar staff

RESPONSIBILITIES

Operations

- Manage all aspects of the Roses bar & kitchen, being the focal point for the area for audiences, visitors and staff
- Provide an excellent food and drink experience for The Roses audiences.
- Manage the bar and kitchen team, including developing the team where needed.
- Ensure Bar & Kitchen reflects the ambitions and objectives set out in the Bar & Kitchen Strategy.
- Ensure adequate staffing levels throughout the day and evening for all relevant hospitality activities whilst ensuring labour costs are cost effective.
- Oversee ordering of bar and other stock and ensure robust stock control methods are in place.
- Ensure adequate wastage procedures are in place and report via the reporting format.
- Manage partnerships with current suppliers, and actively develop new supplier connections in order to continue developing and enhancing our offer.
- Ensure exceptional levels of food hygiene, cleanliness and Health & Safety are maintained across the Hospitality and Front of House operations at all times.
- Recruit, contract, induct and train new members of the Hospitality Team as appropriate, including performance management where needed.

- Ensure that the Bar & Kitchen is compliant to the highest possible standards and that our license is adhered to at all times.
- Responsible for all Hospitality EPoS systems and for all related management of data as well as relevant team training.
- Work with the Roses' operations team to ensure robust evacuation procedures are in place and Hospitality staff are appropriately trained.
- Manage all direct requests for events, including providing costings, discussing requirements, and delivering the event.
- Work with the Roses' staff and external clients to deliver catering requirements for internal and external events and visiting shows or hires.
- Internally manage and monitor the Hospitality operation against agreed KPIs.

Customer Experience

- Lead a culture of exceptional customer experience across all hospitality team members.
- Line manage all hospitality team members including dealing promptly with disciplinary and grievance matters.
- Ensure all decisions are made with the customer at the forefront.
- Set high customer service/ experience standards across all hospitality services and events, ensuring standards are consistent.
- Set up, manage and monitor a system of service excellence training.
- Objectively manage and monitor consistency of service excellence in conjunction with food and beverage quality and value for money.
- Proactively respond to any customer complaints and compliments

Financial

- To set budgets and forecasts (in conjunction with the Roses' Senior Management Team) and ensure they are achieved or exceeded to achieve a defined profit to the parent charity.
- Develop and implement an annual business strategy to maximise opportunities for raising revenue and delivering profitability from the Hospitality operation and meet and ideally exceed the agreed bottom line target, as set at the start of each financial year, including private hires on days when the building is not in use or quiet.
- Extrapolate information from EPoS system and utilise to manage and refine the operation, regarding profit and loss, products and sales, monitoring performance against targets and proposing adjustments to improve financial performance.
- Ensure payroll paperwork is completed and submitted to the Finance team in time for schedule payroll runs.
- Working with the Finance department, ensure cash handling and bank reconciliation procedures are robust and effective.
- Provide accurate stock numbers to the Finance Manager on a monthly basis
- Report quarterly on progress to the Director and Board of Trustees

Food and Menu Development

- Implement the F&B Business Plan and support in the development and evolution of the concept to ensure it is delivering against budget and customer service goals.
- Maintain awareness of competitor pricing and wider landscape and report findings to Senior Management Team with any recommendations.
- Ensure consistent portion and quality standards, delivering the aims of the business plan, including embracing fresh, local quality produce and suppliers.
- Support the marketing department to deliver high quality, clear and up-to-date information and content about the Bar & Kitchen

General

- Ensure a strong working knowledge of all systems necessary to the role.
- Act as an ambassador and advocate for the Roses on all occasions.

PERSONAL SPECIFICATION

Essential:

- Highly self-motivated.
- Previous management experience in a fast paced bar, café or catering environment.
- Exceptional knowledge, experience and track record of delivering exceptional customer experience.
- Experience of developing alternative hospitality revenue streams and optimising profit via implementing changes and improvements within a hospitality environment.
- Excellent financial skills and proven ability in managing budgets and optimising profit potential via cost management and sales optimisation.
- Excellent management skills and the ability to motivate and develop a team.
- Experience of recruiting, inducting and training new team members in a catering environment.
- Knowledge of current bar and drink trends.
- Experience of working with suppliers of goods and services, including contract negotiation.
- Excellent organisational and planning skills.
- Proficient in the use of Microsoft Office, particularly Excel and Word.
- Superb time management skills, including managing own time.
- Strong interpersonal skills, with the ability and confidence to interact effectively with a wide range of people from different backgrounds.
- Strong understanding on financial controls and reporting.
- Experience of Licensing Law, Food Safety regulations and all other relevant legal requirements.

Desirable:

- Previous experience of working in catering within an arts environment.
- HR experience, including contracting and management of casual workers and volunteers.
- Previous experience of setting up and launching a new concept.
- Personal license holder
- Level Three food hygiene certificate.
- Relevant marketing experience/ application.

TERMS

Hours:	42 hours per week (full time), with regular evening and weekends
Pay:	£28,000 – £32,000 dependent on experience
Benefits:	Pension, 20% discount on café / bar
Holidays:	28 days per annum including Bank Holidays
Contract type:	Permanent
Probation:	6 months
Notice period:	3 month

The Roses offers flexible working hours and encourages applications from under-represented backgrounds.

How To Apply

To apply for the role please email your CV and a covering letter in written, video or audio form (whatever works best for you) to jessica.brewster@rosetheatre.org by Monday 20th May 2024. If you would like additional access support to make the application, please email Jessica or call on 01684 295074.