

Venue Manager (Bar and Food)

The Bush Theatre is looking for an experienced, well organised and creative Venue Manager to lead our public facing operations focusing on our bar and food offer, ensuring the best possible welcome for our community of visitors, and realising the potential of our offer to achieve a maximum return for the organisation.

How to Apply

This pack contains the Venue Manager (Bar and Food) job description and person specification. To apply for the post please send a completed equal opportunities monitoring form along with your application.

We want you to have the opportunity to really tell us about yourself and explain to us why this position is right for you in whatever way feels most appropriate to you. All applications will be judged on content not on format.

Option 1: Fill out the Bush application form

Option 2: Send one of the following, alongside a basic CV:

- A personal statement (500 words max)
- Presentation - Keynote or PowerPoint
- Short video or sound file (5 minutes max)

All applications should address the following questions

- Tell us a little about yourself and why this position interests you
- Tell us what experience you have had that means you meet the person specification outlined in the job description, include practical examples
- What would you be bringing to this role
- Do you have any qualifications you want to tell us about

If you are applying in writing please send your application via email along with your equal opportunities form to jobs@bushtheatre.co.uk with **Venue Manager (Bar and Food)** in the subject line.

You can upload a video or sound file with your equal opportunities form and CV to us using the We Transfer service <https://wetransfer.com/> – when using this service please send your file to jobs@bushtheatre.co.uk with **Venue Manager (Bar and Food)** in the subject line.

Alternatively, you may post your application to:

Jessica Pentney
Bush Theatre
7 Uxbridge Road
Shepherd's Bush
London
W12 8LJ

If you have any need for this information in a different format please contact our Theatre Administrator, Jessica Pentney by email jessicapentney@bushtheatre.co.uk or phone 0208743 3584.

Deadline for applications is **10am on Monday 9 August 2021**.
1st interviews will take place on **Wednesday 25 August 2021**.
2nd interviews will take place on **Friday 27 August 2021**.

The value of equal opportunities runs through the heart of the organisation. Our diverse team and their range of experiences are vital to the Bush's success, but we still have work to do to make sure that Bush staff represent the communities we serve. We actively encourage people with different backgrounds to join us. We are particularly keen to receive applications from people of colour and disabled people who are currently underrepresented in our team. All disabled candidates who meet the minimum criteria will be invited to interview.

[Meet the Bush team](#)

Data Policy

Your application and any associated personal information will be stored and processed in accordance with our Data Policy and destroyed after six months. We will keep your equal opportunities form for a period of up to 6 months, after which point the data will be anonymised and aggregated for monitoring purposes. If you are engaged by us, the information you supply will be kept securely and form part of your record with us.

Venue Manager (Bar and Food) Job Description

Responsible to: General Manager
Working closely with: Venue Manager (Visitor Experience)
Responsible for: Venue Supervisors, Bar Staff
Dotted line report: Assistant Venue Managers, Box Office and Front of House staff

Background

“One of the most experienced prospectors of raw talent in Europe.”– The Independent

Under the leadership of Artistic Director Lynette Linton, the Bush Theatre is committed to presenting a diverse and innovative programme of new writing that speaks to and reflects contemporary society in all its diversity.

After nearly 40 years in residence over a pub on Shepherd’s Bush Green, the Bush Theatre moved into the Old Library in Shepherd’s Bush in October 2011. In 2017 we concluded a £4m redevelopment project to complete the transformation of the old library, making the building more accessible, more sustainable, and open to even more people; allowing us to produce more work, reach out to more people, and support more artists.

We retain a small-yet-mighty reputation. Recent successes include Arinzé Kene’s *Misty*; *Jellyfish* by Ben Weatherill, which transferred to the National Theatre; *Baby Reindeer* by Richard Gadd and *Chiaroscuro* by Jackie Kay. As the Bush approaches its 50th birthday in 2022 this is a particularly exciting time to join the team..

Purpose of the role

Working closely with the Venue Manager (Visitor Experience) and the General Manager, this role will manage our public facing operations focusing on our bar and food operation. The Venue Manager (Bar and Food) will play a key role in maximising revenue for the charity through realising a competitive and enticing food and drink offer and seeking out opportunities to engage new visitors especially our local community.

Main Duties and Responsibilities

Operations

- To be responsible for the day to day management of the bar and catering operation. Deputising for the Venue Manager (Visitor Experience) in managing the front of house and box office operations as needed
- To work closely with other departments to ensure the theatre and all events operate smoothly and efficiently
- Support the Venue Manager (Visitor Experience) in managing the safety and security of the building, ensuring that systems and procedures for security are followed at all times and that correct opening up and locking up procedures are followed
- Report, update and audit the agreed departmental business plans

Staff Management

- To be responsible with the Venue Manager (Visitor Experience) for leading our front of house teams, communicating effectively to ensure the motivation of these staff and the smooth running of all front of house operations
- To be responsible with the Venue Manager (Visitor Experience) for the recruitment, induction, training, development and management of all front of house staff, including visitor experience, access, licensing and food hygiene where appropriate
- To support the Venue Manager (Visitor Experience) in drawing up rotas consistent with budgeted forecast and consistent as a percentage of revenue generation, ensuring that the building is appropriately staffed at all times and that staff are scheduled regularly across a variety of functions including, bar, box office and ushering to ensure maximum flexibility within the staff team
- To support the Venue Manager (Visitor Experience) to provide payroll information for all front of house staff

Visitor Experience

- With the Venue Manager (Visitor Experience) to lead the Bush Theatre's coordinated approach to welcoming our community, working closely with the General Manager and ensuring that all staff fully understand and are fully committed to this approach
- To actively contribute to the Bush Theatre's policy of providing a friendly, welcoming and accessible service to all audience and visitors to the building
- To support the Venue Manager (Visitor Experience) to deal with all matters raised by members of the public visiting the building particularly those related to the bar and catering operations and when necessary following the Bush Theatre's procedures when issues or complaints are received

Income Generation

- To realise ambitious commercial operations sales targets relating to bars and catering while supporting the Bush's vision, values and strategic objectives, ensuring we are accessible and appealing to a diverse range of people particularly our local community encouraging them to engage with our programme and activities
- To monitor, review and refresh the food and drinks menus at the Bush Theatre including benchmarking against the competition, in order to provide all visitors to the building with interesting and appetising choices
- To create appropriate and enticing drink and food offers and auxiliary events that encourage visitors to our venue particularly our local community and those not currently engaging with our work
- Proactively seek opportunities to increase profit, by monitoring and controlling expenditure and increasing sales.
- Work with the Marketing team to ensure our drink and food offer is successfully marketed encouraging the development of new visitors to our venue and for our offer

Financial Management

- To lead on and take responsibility for the financial operations of the bar and event catering to ensure efficient running and the maximisation of profit
- To work closely with the Head of Finance to provide clear and accurate financial information and re-forecasts of financial performance to the General Manager and Executive team
- Be aware of the performance of each area making adjustments as needed
- Be aware of menu sales and trends and produce quarterly sales analyses to be used in steering meetings when developing new menus and offers
- To put effective processes in place for the accurate financial management of the bar and catering, including cashing up, cash handling, daily reconciliations, cash banking and invoicing ticket agencies

Stock Control

- To have overall responsibility for ordering of stock and receiving deliveries and to develop relationships with existing and new suppliers
- Work with the Venue Manager (Visitor Experience) to develop a relevant and exciting offer for the usher and box office point of sales
- Manage departmental overheads including ordering and stocktaking of food, beverage, and equipment. Address any discrepancies immediately
- To ensure that promotional materials are current and regularly refreshed.

Maintenance

- To ensure that the public areas of the building are always presented in the best possible way in terms of cleanliness, general maintenance and the displays of promotional material and to take appropriate action when needed
- To ensure all spaces, fittings, equipment and resources are regularly checked and well maintained, and to take appropriate action when they are not
- To ensure that the bar and kitchen equipment is regularly checked, maintained and repaired where necessary
- To oversee the management of our waste and cleaning contract, liaising with the contract supplier and ensuring that the highest standards of cleaning are maintained

- To maintain high levels of cleanliness and tidiness within the kitchen and bar areas and that Food Hygiene regulations are adhered to
- To assist the General Manager in implementing all environmentally sustainable initiatives including management of the waste and recycling contracts

Health and Safety and Licensing

- To abide by and promote the theatre's health and safety policy in conjunction with current health & safety legislation, and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures
- To be a personal license holder for the organisation in order to sell and authorise the sale of alcohol and to adhere to and enforce licensing regulations
- To keep up to date with and implement licensing regulations
- Be a qualified first aider on behalf of the organisation.

Other duties

- To be trained in the use of our ticketing and bar system and procedures and to provide occasional cover in these areas
- To keep up to date with developments and trends in food and beverage
- To act as duty manager as required especially during key performances and events
- To act as a key-holder and to be on the emergency call-out list

General

- Attend read-throughs, sharings, previews, press and supporters' nights and other Bush Theatre events as required;
- Adhere to, and actively contribute to, Bush Theatre policies, including Equalities (including diversity, access, and equal opportunities), Environmental Sustainability Health & Safety.
- Carry out any other duties as may be reasonably required.

Person Specification:

Essential

- An affinity for the mission, vision and work of the Bush Theatre and a passion to help achieve the theatre's success
- An understanding of our local community including how we can be inclusive and supportive of their needs of us as a community building
- A demonstrable commitment to creating an inclusive and welcoming work environment
- Experience of managing a bar and catering operation including offer development, financial management and promotion
- Experience in leading and motivating a team including performance management
- Excellent visitor service skills and the ability to communicate effectively with people at all levels, both internally and externally
- Knowledge of Licensing, Health and Safety and Food Hygiene regulations and experience of implementing and monitoring safe working practices
- Excellent organisation and planning skills with ability to work flexibly under pressure, to prioritise and to meet deadlines and work within set budgets
- A positive attitude with a high level of self-motivation and ability to work using your own initiative taking personal responsibility and resolving issues independently
- An understanding of equal opportunity and cultural diversity issues in the delivery of our services including an understanding of access and disability requirements
- Flexibility in relation to duties and working hours which will require evenings and weekends.

Desirable

- Experience of ticketing, sales and box office related activities including use of the Spektrix box office system
- A valid first aid at work certificate
- Qualifications in health and safety and fire safety
- SIA badge holder (Security Industry Authority)
- Previous experience providing a community-focused service
- Personal license holder
- An interest in new writing in theatre

TERMS & CONDITIONS

Hours: 35 Hours per week across at least five days including evening and weekends as needed

Salary: £27,000 - 30,000 pro rata per annum dependent on experience

Holidays: 30 days per annum inclusive of Bank Holidays

Rising to 31 days after two years' service

Rising to 32 days after four years' service

Probation: Three months

Contract type: Permanent

Other Benefits:

- Interest-free season ticket loan (after probation) for employees
- Cycle to work scheme for employees
- Complimentary tickets to all Bush productions subject to availability
- 20% discount on food and drink at the Library Cafe Bar
- Access to a confidential counselling service