



# Troubadour

THEATRES

TROUBADOUR THEATRES LTD

## **CATERING OPERATIONS MANAGER**

### JOB DESCRIPTION

Troubadour Theatres is a company which specialises in large-scale installation theatres and studios. We build and operate go-to destination venues that are fully flexible, contemporary and impressive with the ability to showcase world-class entertainment whilst providing a greater audience experience for all.

We are looking for a hard-working and motivated Catering Operations Manager within Troubadour Theatres. The Catering Operations Manager will be a passionate person who will take pride and responsibility in assisting the management of our Catering department across all Troubadour sites and venues.

### **Please find a list of responsibilities below:**

- Line management of head chefs, catering managers, restaurant managers and bar managers.
- Organising effective and costed rotas with catering department heads
- Key contact for external suppliers including: EPOS, PDQ, Booking systems, Licensing, Pest control.
- Staffing checks on hours and attendance.
- Organising and in-putting monthly stock take (and assisting dept heads to do the actual stock take)
- Manage maintenance and fault reporting
- Maintain compliance paperwork (including health and safety) and ensuring required training is up to date.
- Ensure legal compliance regarding gas and electricity certificates, extraction cleaning, fire safety and other catering related buildings compliance issues.
- Arranging training courses and certificates
- Liaise with buildings management regarding requirements including access times, waste collection, security, areas required by catering clients, expected numbers.
- Liaise with ops team and catering director regarding new starter contracts, right to work, starter forms and onboarding procedures
- Liaise with ops team and catering director regarding disciplinary procedures, appraisals, inductions
- Monitor our social media presence including reviews sites and report back any notable reviews or issues.

- Manage recruitment of catering staff.
- Other duties as assigned by the catering director.
- Regular review and audits of stock sold and suppliers used to find best profit margins for company
- Track P&L across all catering selling points throughout Troubadour
- Assist the catering director in compiling contracts for catering opportunities.

### **Measures of success**

- Accurate stock control
- Staff cost management
- Low churn rates
- Digital systems updated and managed
- 5\* Scores on the Doors
- Bi-annual appraisal
- Food costs within target %

### **Desired Qualifications:**

#### Essential

- Experience in team and personal management
- Excellent communication skills – written and verbal
- Excellent organisation skills
- Excellent MS Office skills – Word and Excel
- Strong numerical skills
- Previous administration experience

#### Desirable

- Previous hospitality experience
- Previous experience of back office hospitality systems

### **Working Detail:**

- Responsible to: Director of Catering and Restaurant, reporting to Operations Manager
- Wage: £38,000-42,000 depending on experience
- 40 hours per week
- Troubadour Theatres have venues in Meridian Water, Wembley and Brent Cross. As part of this role you may be required to move around the venues as well as work remotely at times.
- Full time, permanent contract
- Start Date: Autumn 2022

To apply, please send a CV and cover letter to [jobs@troubadourtheatres.com](mailto:jobs@troubadourtheatres.com)

Deadline: Thursday 29th of September @ MIDDAY.