

**Troubadour**  
THEATRES

TROUBADOUR THEATRES - CANARY WHARF THEATRE LTD

**DEPUTY RESTAURANT MANAGER**

**JOB DESCRIPTION**

**REPORTING TO:** Restaurant Manager

**DIRECT REPORTS:** Restaurant Hosts, Kitchen Staff (when delegated)

**COLLABORATING WITH:** Front of House Manager, Bar Manager, Head of Sales, Facilities and Technical Manage, Head Chef

**LOCATION:** Troubadour Canary Wharf Theatre, Water Street, Canary Wharf, E14 5GX

**CONTRACT TYPE:** Full time, 40 hours per week across 5 out of 7 days Monday - Sunday, including evenings

**SALARY:** Circa £33,500, plus discretionary, variable service charge

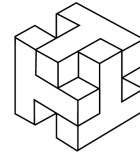
Troubadour is a company which specialises in large-scale installation venues. We build and operate go-to destinations that are fully flexible, contemporary and with the ability to showcase world-class entertainment whilst providing a greater experience for all. Within Troubadour Theatres we are looking to change the way food & beverage sits within the theatre world in order to make it inviting, creative and tasty. We are developing a modern fresh menu which will cater for customers, whether visiting for pre-theatre dining, our VIP canapé service, a family celebration or a local business lunch.

We currently operate another restaurant within the Troubadour Wembley Park Theatre, Studio Five, and our new venture in Canary Wharf aims to broaden our food and beverage credentials and be a new force in the famous business district. The restaurant will stand out in its own right as well as serving the guaranteed theatre audience each evening.

We are looking for a **Deputy Restaurant Manager** to support the Restaurant Manager in delivering high-quality food and beverage service and ensuring an excellent customer experience. This role involves assisting with the day-to-day operations, supporting the team, and ensuring service standards are upheld during peak times, especially during theatre performances.

**BUSINESS AND OPERATIONS MANAGEMENT**

- Assist the Restaurant Manager in overseeing the business performance of the restaurant, including ensuring the accuracy of invoices and supporting the approval of timesheets for payroll.
- Support monitoring of operational expenditure and help implement strategies to increase sales and optimise efficiency, contributing to profitability.
- Coordinate local marketing initiatives (e.g., promotional events, online promotions, and discounts), supporting the Restaurant Manager in execution.
- Contribute to improving the venue's social media presence, including working with the marketing team on platforms like Google Reviews, TripAdvisor, and Facebook.



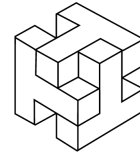
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- Prepare and support daily and weekly reports, assisting in the accurate reporting of financial outgoings to the Theatre Manager for P&L records.
- Support the Restaurant Manager in setting and reviewing budgets for various income lines, collaborating with senior management when necessary.
- Assist in ensuring compliance with insurance/licence records and GDPR regulations, under the direction of the Restaurant Manager.
- Collaborate with other managers within the company to support cross-departmental projects and identify opportunities for growth.
- Support coordination of seasonal menu promotions and help with the purchasing of consumables from approved suppliers.
- Monitor security protocols for stock, equipment, and employees' personal belongings, supporting the Restaurant Manager's efforts.
- Assist with stocktaking processes and regularly support the tracking of wastage, loss, and shrinkage, helping investigate discrepancies and putting preventative measures in place.
- Foster positive relationships with local authorities, landlords, and estate representatives, ensuring compliance with lease stipulations or local legislation, in collaboration with the Restaurant Manager.
- Support the Head of Sales in developing event programmes and securing private hires, particularly assisting in planning outreach events and food tastings.
- Collaborate with the Troubadour Head Office in preparation for the venue's opening, ensuring operational standards are upheld throughout.

### **PERSONNEL MANAGEMENT**

- Assist in proactive rota management, helping ensure staffing levels are appropriate for front-line teams, kitchen staff, and duty managers, including during private hires and corporate events. This will be done by collaborating with the Restaurant Manager and using cost-benefit analyses within budget constraints.
- Support in performance management by providing regular feedback and assisting with probation reviews. Collaborate with the Restaurant Manager to ensure constructive and positive feedback is delivered.
- Assist in handling investigations and disciplinary matters as needed, following ACAS guidance to protect both employee welfare and business interests.
- Assist the Restaurant Manager in providing Personal Development Plans (PDPs) and identifying growth opportunities for the team within the company.
- Support training efforts for new staff and cross-training of experienced staff to ensure seamless collaboration between the kitchen, front-of-house, and bar teams.
- Support the accurate completion of weekly and monthly payroll for both casual and salaried employees, ensuring compliance with internal processes.
- Ensure timely and compliant holiday accrual management for all salaried and hourly employees, supporting the Restaurant Manager in ensuring employees take their allowances before the end of the calendar year.



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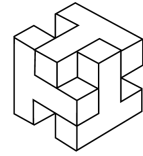
#### **FRONT OF HOUSE / DUTY MANAGEMENT**

- Assist in coordinating the operation of the restaurant during scheduled shifts, stepping in as Restaurant Duty Manager when required and supporting the Restaurant Manager.
- Support in managing front-line staff throughout their shifts, providing guidance and feedback to ensure smooth operations.
- Help respond to customer complaints and use effective customer service recovery techniques, under the direction of the Restaurant Manager, to maintain a positive guest experience.
- Ensure that all employees and independent contractor drivers follow the company's uniform standards, assisting in maintaining a consistent professional image.
- Assist in greeting customers, managing guest communications, and handling inquiries in person, over the phone, and via email, in collaboration with the front-of-house team.
- Assist in recruitment for all roles, supporting the Restaurant Manager in following best practices for hiring, ensuring proper documentation, and maintaining staffing levels, especially during peak seasons.
- Support the onboarding process for new employees, ensuring they are properly inducted, trained, and safe to perform their roles under supervision.
- Maintain positive relationships with live entertainment teams, assisting in ensuring they operate safely and efficiently on the premises.
- Help ensure that licensing requirements are consistently adhered to, in collaboration with the Restaurant Manager and other team leaders.
- Collaborate with the Head Chef to organize and supervise the shifts of kitchen, reception, and cleaning staff, ensuring smooth and efficient operations.

#### **HOUSEKEEPING**

- Support in maintaining high standards of quality control, hygiene, and health & safety, assisting in the preparation of appropriate documentation for internal or external inspections.
- Assist in monitoring critical control points in accordance with HACCP policies and procedures, ensuring compliance and safety throughout operations.
- Help ensure that all equipment is maintained and serviced on time, assisting the team in scheduling and following up on maintenance tasks.
- Report any technical or equipment issues to the Facilities and Technical Team as soon as they are identified, ensuring timely resolution to prevent disruption.
- Monitor food preparation methods and ensure adherence to food safety regulations at all times, supporting the team in maintaining high hygiene standards and preparing the venue to be audit-ready.

**Further, any other responsibility or duty or required by the Restaurant Manager as would reasonably be expected of a Deputy Restaurant Manager.**



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## **PERSON SPECIFICATION**

### **REQUIRED:**

- Deputy Management experience in the Restaurant / Hospitality / Retail industry;
- Excellent interpersonal skills;
- Strong written and oral communication skills (Fluent oral & written English is a must);
- The ability to remain calm in a busy service;
- Strong business acumen;
- Strong leadership skills;
- Strong planning and organisational skills;
- Problem-solving ability to resolve issues as they arise.

### **DESIRABLE:**

- Valid First Aid qualification
- Personal licence
- H&S/IOSH qualification
- Live local to the borough Tower Hamlets

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

**Applications will close at 11am on Friday 29<sup>th</sup> August 2025.**

**Interviews will be held the week commencing 1<sup>st</sup> September 2025.**