



Catering Operations Manager

About Sadler's Wells

Sadler's Wells is a world-leading arts organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsals studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Future Plans

Plans are in progress for a new fourth venue to be built in Queen Elizabeth Olympic Park, as part of a new Culture and Education District. Sadler's Wells will occupy the prestigious Stratford Waterfront site, sitting opposite the London Aquatics Centre, overlooking the Stadium, alongside UAL's London College of Fashion and the V&A Museum.

Sadler's Wells' new space will house a 500-seat theatre with a large stage and backstage area, 6 dance rehearsal studios, and facilities for a choreographic centre and a hip hop academy. The Catering Operations Manager will join the in-house team and contribute to developments, with the venue opening in 2022.

The Department

The Catering and Events department is responsible for generating revenue through the delivery of all food and beverage service and event hire throughout Sadler's Wells and The Peacock.

The Role

Reporting to the Head of Catering and Events, this position will have full responsibility for managing the front of house catering team, with the aim to generate profit whilst providing excellent customer service for all performance and non-performance hospitality.

The role will be responsible for Sadler's Wells bars, The Peacock bars, Fox Garden Court café, external and internal events and will manage a team of permanent and casual staff.

Key Responsibilities

Operations

- To manage the front of house catering operations whilst delivering an excellent level of customer service.
- To constantly review and refine operational procedures to ensure the most efficient and cost effective delivery whilst maintaining the highest standards.
- To ensure adequate resources are available for all areas of business.
- To produce weekly rotas, ensuring sufficient staffing.
- To deal with customer problems or feedback in an appropriate and efficient manner.
- To work closely with the events sales team to ensure a cohesive solution focused service.

Catering Business Development

- To take an active part in offer development, together with the Development Head Chef and Head of Catering and Events.
- To ensure there is proactive and positive management of communication with customers and clients internally and externally.
- To manage and oversee all aspects of 'customer facing' services delivered by the team for both performance and non-performance hospitality.
- To monitor, review and refine Standard Operating Procedures.
- To follow and react to event feedback.
- To create, develop and implement key performance indicators as necessary.

Team Management

- To efficiently manage and support the catering front of house team.
- To proactively performance manage, including conducting one to one meetings and annual appraisals.
- To manage the recruitment process.
- To develop and implement induction and training strategy.

- To share and deliver organisation and department vision, motivating staff as necessary.
- To be proactive in problem solving.
- To manage staff absences including annual leave.
- To ensure the communication within the team is fluid and efficient.

H&S, Food Safety

- To ensure H&S and Food Safety is adhered to at all times.
- To ensure cleanliness of all catering areas is maintained at all times and relevant paperwork is completed and recorded appropriately.
- To manage the equipment list and ensure that this is maintained in good working condition.
- To report any damage to equipment or the building immediately and follow up with appropriate action.
- To conduct bimonthly H&S / Food Safety internal audits.
- Review and update risk assessments and safe systems of work.

Financial Management

- To review and refine the cash handling procedures when necessary.
- To reconcile periodical management accounts.
- To cover Catering Administrator duties (such as cashing up, re-floating, banking, change order, etc.) during their absence.
- To ensure cash procedures are adhered to at all times and conduct regular spot checks and audits.
- To maximise the profit by controlling staff cost and wastage.
- To assist with budgeting process.
- To develop the offer and pricing so that budgeted GPs are achieved.
- To monitor sales and take action to maximise them.
- To check staff working hours and submit to Catering Administrator, ensuring the payroll is accurate.
- Stock management – ordering, stock rotation, stock taking, wastage, etc.
- Till system management.

Administration

- To carry out all administrative work generated by the above activities.
- To ensure all data is managed and maintained effectively and in line with legislation.

Other Duties

- To attend occasional staff meetings, training sessions and other events, which may take place outside normal working hours.
- Carry out any other duties as required.
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion and Health and Safety Policies and Procedures. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises.

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

What we are looking for

The successful applicant will demonstrate the following skills, experience, and personal attributes:

Essential

- A strategic and innovative thinker able to share a vision; excellent communicator and solution focussed.
- Proven experience of developing a high performing team.
- Confident and inspirational leader;
 - Excellent people skills and the ability to manage, engage and motivate a team.
- Significant experience working within a large venue at management level;
 - Proven experience of overseeing a day-to-day operation of a similar venue.
 - Proven track record of ability to identify and proactively deal with issues as and when they arise.
 - Excellent attention to detail.
- Proven experience of instigating change with a successful outcome.
- Ability to juggle competing priorities to a successful outcome.
- Ability to work to high standards under pressure.
- Have a strong understanding of Health and Safety, Employment Laws, and Food Hygiene;
 - Good knowledge of safety and licensing legislation in catering field.
 - Health and Safety Awareness Certificate or similar, including knowledge/experience of risk assessments.
- Level headed and sensible, trustworthy and reliable with a professional approach.
- Enthusiastic individual with a self-starting approach.
- Computer literate.
- Good financial acumen.

Desirable

- Experience dealing with external partners and providers.
- Awareness of product knowledge and market trends.

Terms and Conditions

Salary is c. £37,000 per annum depending on experience, plus benefits, based on working 35 hours over any five days out of seven, plus an additional paid meal break each day.

Working hours vary according to the rota, in line with activity and operational needs. Days off in lieu will be rostered for any changes in shift pattern as a result of department requirements.

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum.

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme.

The company offers interest-free season ticket loans.

The company offers a Cycle to Work salary sacrifice scheme.

The company has a Death in Service insurance policy covering twice the annual salary.

The company encourages attendance of performances at both theatres with a discretionary allocation of tickets to employees (subject to availability).

Making an application

A job description and person specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below:
[Applying for vacancies at Sadler's Wells](#)

**Please submit the online application form by 11.59pm Monday 22 October 2018.
Late applications will not be considered.**

Interviews will take place w/c Monday 29 October 2018.

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