

Citizens Theatre

Job Description

Role:	Bar & Events Manager
Responsible to:	Head of Commercial Operations
Responsible for:	Bar Supervisors, Bar staff, events staff
Key Relationships:	Front of House Manager

Purpose of the Role:

The Café Bar & Events Manager oversees the management and growth of our events and hospitality business. With consideration for welcome and engagement, you will work with the Welcome Team to deliver exceptional service for the theatre's customers, working closely with the Front of House Manager on training and management of the staff team. You will also work closely with the Executive Director, Finance Director and Head of Commercial Operations to develop the food and beverage offer with the aim of maximising profits and ensure robust stock management.

A key focus of the role will be the proactive development of the hires and events business, identifying new opportunities, offers and clients. You will meet with clients, liaise with staff teams across the organisation to organise space use and costings, and coordinate the delivery of events to the highest standards.

Following a six-year closure for a major redevelopment of the building, we intend to reopen the Citizens Theatre to the public in August 2025. The transformed building and facilities will present new opportunities for artistic, participation and commercial activities, including a new bar/café. This is an exciting opportunity to join the team ahead of the reopening, and establish the systems, processes, policies, recruitment and training necessary to ensure an exceptional welcome to our visitors when we reopen our doors in the summer.

Responsibilities:

Café Bar

- Manage the day-to-day operations of the Café Bar to the highest standards and manage any issues that might arise during the daily service operations
- Contribute to the creation, implementation and management of the Building Operating Plan
- Liaise with suppliers to ensure best price, quality and delivery schedules
- Liaise with customers to manage bookings and address complaints
- Lead the design and update of café bar menus, ensuring accurate costing and appropriate pricing strategies to meet the needs of audiences while optimising time and potential income generation
- Oversee and ensure a five-star Food Standards Agency Hygiene rating and all Health & Safety and Environmental Health requirements, standards and procedures are fulfilled
- With the Front of House Manager, recruit, train, manage and develop café bar staff, and operate and manage a flexible rota system that ensures safe staffing levels and effective cost control
- Lead by example and set high standards for customer service, ensuring effective communication and fostering a culture that emphasises motivation, teamwork and accountability for area and service levels
- Duty manage 3-4 performances and events each week, including the first performance of all productions
- Act as a keyholder and be on call for any after hours issues
- Serve as a Premises Licence Holder

Events & Hires

- With the Head of Commercial Operations and FOH Manager, develop the event and hires business plan, proactively promoting the theatre's hire services to both new and existing clients
- Successfully plan and execute both internal and external events, including corporate hires, performance hires, internal meetings and private bookings
- Set and achieve ambitious income targets for the events and hires business
- With the FOH Manager, promote, plan, organise and deliver all functions and events, and liaise with all necessary departments regarding costings and invoicing for functions, both internal and external

Finance and Administration

- Work with the FOH Manager and Head of Commercial Operations to set targets, KPIs and procedures to meet the commercial ambitions of the company
- Work with the Marketing team and Head of Commercial Operations to develop marketing initiatives and business development strategies for Café Bar and Events
- Manage the ordering, recording and stock control of food and beverage stock, in line with company procedures, and complete monthly stocktaking
- Implement cost control measures to ensure targets for GP percentages are achieved, and provide regular reports on sales, productivity and trends
- Assist with annual budgetary and forecasting procedures and provide reports for monthly review

Organisational Commitments:

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change, through action and words, that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety and Safeguarding Policies
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is undergoing a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

Person Specification:

Essential

- A successful track record in food and beverage management
- Experience in function and conference management, e.g. meetings, corporate dinners, conferences, weddings, drinks receptions
- Experience negotiating with suppliers, organisations
- Excellent customer service skills, a drive for genuine customer engagement and impeccable attention to detail

- Leadership skills, and experience managing and motivating a team, developing staff skills and managing performance
- Excellent financial and commercial acumen, experience managing budgets, and confidence analysing data to produce reports
- Ability to set objectives and focus on results
- Problem solver, with a creative flair and a willingness to go the extra mile to deliver customer service
- Excellent communication, administrative and organisational skills, including good time management
- IT skills, including Word and Excel, and experience working with EPOS systems
- Sound knowledge of Hygiene, Health & Safety standards and legislation
- Flexibility in relation to duties and working hours, which will include evenings and weekends

Desirable

- Experience of working in Catering/Events in the cultural sector, e.g. theatre, visitor attraction, leisure, stadium, heritage site or museum
- Hold a formal Catering or Hospitality Management qualification
- CIEH Certificate of Food Hygiene (training available)
- Personal Licence Holder (training available)
- Health & Safety certification (training available)
- First Aid certification (training available)
- Experience of cellar management

Terms & Conditions

Salary:	£33,000-£35,000
Hours:	Minimum 35 hours per week (1.0 FTE), on a flexible schedule including early morning, evening and weekends depending on the operational needs of the business
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	20 days per year, plus 9 public holidays, rising to 22 days after 3 years, and 25 days after 5 years
Pension:	The Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a three-month probationary period
Notice period:	2 weeks during probation; 8 weeks thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS Colleagues are currently working from home while we complete a major redevelopment of our building, with an expected return to the theatre in summer 2025. On return to the building we anticipate introducing a hybrid working policy, with a weighting towards office working.

Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Cycle to Work Scheme
- Training and Development opportunities

How to apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on our website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team, and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure, and will only be used in anonymous form and in aggregate for analysis and reporting.

Please send your CV and cover letter (two pages max) by email to: recruitment@citiz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications: **Thursday 20 February 2025, 12pm**

First Interview: **Friday 28 February 2025**

(may be subject to change, in person if possible, otherwise zoom)

Second Interview: **Friday 7 March 2025**

(may be subject to change, in person if possible, otherwise zoom)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.