

JOB DESCRIPTION

Role: Hospitality Supervisor (Xmas Cover)

Hours: 28 hours per week

Salary: £19,364.80 per annum

Contract: Fixed Term: 01 November 2025 – 01 February 2026 (will include pro-rated annual leave allowance)

Responsible to: Hospitality and Events Manager

Job Overview

This fixed-term role supports the delivery of hospitality services within the Theatre's on-site café and bar areas during seasonal performances and events. The role is offered for a specified contract period, with rostered shifts generally a minimum of six hours in duration. Additional hours may be available during peak periods.

Key Duties and Responsibilities

- Provide high-quality customer service in a professional and welcoming manner.
- Take customer orders and process transactions accurately.
- Prepare and serve hot and cold food, coffee, and other beverages.
- Maintain cleanliness of service areas, counters, and tables to a high standard.
- Support the creation of a safe, efficient, and enjoyable environment for all patrons.
- Comply with workplace health and safety, food hygiene, and licensing requirements.
- Undertaking end-of-day cash reconciliation and reporting.
- Supervising, coordinating, and supporting team members during rostered shifts.
- Assisting with staff training and ensuring compliance with service standards.
- Assisting with stock management and ordering.
- Assisting with training and supporting new staff members.
- Recording and reporting food hygiene standards, including temperature checks and cleaning procedures.
- Assisting the wider RET departments with the organisation and delivery of events.
- Assisting Hospitality and Events Managers with rota preparation when required.

Employment Conditions

- Fixed-term contract for a specified duration.
- Rostered shifts across seven days per week.
- Requirement to work Friday/ Saturday/ Sundays (minimum of 2 per month).
- Additional hours and overtime may be required during peak operational periods.

Responsibilities of all team members

- Be aware of other teams' work, to help achieve RET's aims. Work well with colleagues across the organisation.
- Work to the Equality and Diversity policy of the RET and help to achieve the theatre's diversity action plan.
- Have an awareness of, and comply with, Health and Safety at Work and work to RET's Health and Safety Policy
- Work to other guidelines, procedures and policies provided by the company.

- Take part in working groups and training sessions as required.
- Take part in ongoing evaluation and reflection of our work.
- Support RET's sustainability aims.
- Develop learning around different cultures and be conscious of the barriers people face coming to the theatre. Aim to provide a considered experience for all RET visitors.

Core Skills and Experience

- Previous hospitality experience, ideally within The Royal Exchange Theatre or a similar live performance environment.
- Friendly, approachable, and professional, with excellent communication and interpersonal skills.
- Flexible, reliable, and hardworking, with the ability to adapt to varying shift patterns and seasonal demands.
- Strong team player, able to follow workplace procedures, maintain a tidy and efficient work environment, and consistently deliver high-quality service.
- Well-presented, punctual, and committed to professional standards.
- Knowledge of workplace health & safety requirements and food safety practices, with the ability to apply these consistently in a hospitality setting.
- Barista training.
- Food Hygiene certificate.

Desired Skills and Experience

- First Aid trained