

MARLOWE THEATRE

Job Description

POST DETAILS	
Organisation	The Marlowe Trust
Job title	Food and Beverage Manager
Reports to	Director of Operations
Grade	I - £38,904.07 FTE

JOB PURPOSE

To develop and implement the food and beverage offer for the cafe restaurant and bars, managing the Green Room and Kitchen teams to ensure an excellent experience for all visitors of the Marlowe Theatre.

PRINCIPAL ACCOUNTABILITIES

1. To develop, plan and manage the Marlowe Theatre estate's food and beverage offer in line with the agreed commercial strategy.
2. Working with the Head Chef in designing and developing seasonal menus that respond to our audiences' needs and the Front of House Manager in curating a beverage offer across our restaurant and bar spaces.
3. To ensure that the food and beverage offer across the business (including the Green Room, Kitchen and bars) operate in a commercial way to achieve value for money, optimise financial return and reach agreed targets and profit margins.
4. To develop and deliver the agreed brand identity and operational procedures of the Green Room Café and Restaurant, working with the Front of House Manager, Head Chef and Supervisors to set standards for high levels of service across our hospitality offer, ensuring we deliver a consistently excellent standard of customer service and quality of food and drinks.
5. To drive the commercial functions business for The Marlowe Theatre reaching agreed set targets
6. To maximise the use of digital solutions, including EPOS, Artifax, Spektrix, Staff Savvy and Microsoft, to ensure efficient working across the Operational departments

7. To lead and develop the team, ensuring that staff are effectively recruited, have development opportunities, and are supported, and managed so they are able to meet business plan targets and deliver excellent customer service.
8. To obtain and respond to customer feedback and review processes to contribute to the development and improvement of the Green Room and event operations.
9. To ensure that you, your team and contractors work in a safe and legal way to comply with Marlowe policy and procedures, regulatory and legislative requirements.
10. To drive your own career and skills development, making the most of the opportunities made available to you.
11. To live and represent the Marlowe's values.

REQUIRED ATTRIBUTES	
Required Qualities	The Marlowe's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do. We actively seek to represent the diversity of our society In order to live our values, our Food and Beverage Manager should be: • Customer focussed and passionate about creating an enticing food and beverage offer • Organised and efficient, with an eye for detail • A creative thinker and problem solver • Commercially minded, resourceful and target-driven
Knowledge	• Advanced knowledge of best practice in restaurant and event operations • Advanced knowledge of principles of customer service • Advanced knowledge of the relevant legislation and regulations • Good knowledge of business management
Skills	• Excellent written and verbal communication skills • Excellent interpersonal skills • Excellent commercial acumen • Excellent level of people management skills • Great level of problem-solving skills • Good numeracy skills • Good level of IT skills

Experience	• Significant experience working in a restaurant, cafe or events hospitality environment, preferably in a management role • Good level of staff management experience • Good level of budget management experience • Some level of experience designing and costing menus desirable
Qualifications	We value education and GCSE's in Maths and English at Grade 4 or above are desirable for this role. We will, however, consider applications from suitably skilled and experienced candidates without a qualification. The following qualifications can all be provided by the Marlowe Theatre: • Personal License holder (or willing to attain while in post) • Level 2 Food Safety • Food Allergy Awareness course • First Aid in the workplace

JOB DIMENSIONS	
Annual budgetary amounts	Annual dry and wet goods income and expenditure for the Marlowe Theatre estates
Number of staff reporting to the job holder	The Food and Beverage Manager will directly line manage the Green Room and Kitchen teams. Kitchen - Head Chef, Sous Chef*, Chef(s)*, Kitchen Assistant(s)* Green Room - Green Room Supervisors and Green Room Assistants** *The Head Chef will support with the training and performance management of these roles **The Green Room Supervisors will support with the training and performance management of these roles
Any other relevant statistics/information	Must be well presented and willing to work evenings and weekend

WORKING ENVIRONMENT
The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs. The Marlowe Theatre's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and

weekend working.

ORGANISATION CHART
See attached

April 2025