

MARLOWE THEATRE

Job Description

POST DETAILS

Organisation	The Marlowe Trust
Location	The Marlowe Theatre
Job title	Green Room Cafe and Restaurant Supervisor
Reports to	Food and Beverage Manager
Grade	M

JOB PURPOSE

To deliver an excellent restaurant and functions experience for visitors of the Marlowe Trust.

PRINCIPAL ACCOUNTABILITIES

1. To train and supervise the Green Room Assistants in the Green Room Café, Restaurant and Functions service, ensuring they are operating in a commercial way to deliver the business and customer service objectives of the Marlowe Theatre.
2. To support the Food and Beverage Manager by monitoring and managing the performance and sickness absence of the Green Room Assistants.
3. To ensure that the Green Room Café and Restaurant areas meet the agreed brand identity, and that daily and weekly tasks are completed to a high standard, so we are always delivering an excellent visitor experience.
4. To ensure the booking and walk in processes are delivered effectively, so that we meet our commercial targets.
5. To respond to visitor inquiries or complaints, escalating where appropriate, to ensure high levels of customer service.
6. To work collaboratively with the Green Room and Kitchen team, and other departments within the theatre, to deliver an excellent café restaurant and functions service for the Marlowe Theatre.
7. To thoroughly understand and play an active role in the Marlowe Theatre operational fire and security plans.
8. To ensure that you, the Green Room team and contractors work in a safe and legal way to comply with Marlowe policy and procedures, regulatory and legislative requirements.
9. To drive your own career and skills development, making the most of the opportunities made available to you.
10. To live and represent the Marlowe Theatre's values.

REQUIRED ATTRIBUTES	
Required Qualities	<p>The Marlowe Theatre's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do.</p> <p>We actively seek to represent the diversity of our society.</p> <p>In order to live our values, our Green Room Supervisor should be:</p> <ul style="list-style-type: none"> • Friendly and customer-focused with great interpersonal skills • An organised and efficient team player with a positive approach to problem solving • Resilient with good Health and Safety ethos, and able to work consistently to a high standard in a fast-paced environment
Knowledge	<ul style="list-style-type: none"> • Good knowledge of the principles of customer service • Good knowledge of relevant legislation and regulations regarding catering, bars and other hospitality functions, in particular food safety and hygiene and allergen awareness
Skills	<ul style="list-style-type: none"> • Excellent customer service and customer management skills. • Excellent level of barista and waiting skills. • Good level of commercial selling skills. • Good level of written and verbal communication skills. • Good level of people management skills • Basic level of IT skills (Microsoft excel)
Experience	<ul style="list-style-type: none"> • Good level of relevant experience within a catering, cafe or bar environment, including stock management and cash handling • Good level of previous experience supervising or leading a team within the hospitality industry
Qualifications	<p>The following qualifications can all be provided by the Marlowe Theatre:</p> <ul style="list-style-type: none"> • Level 2 Food Safety • Food Allergy Awareness Course • Working in a licensed premise • First Aid in the workplace <p>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.</p>

JOB DIMENSIONS	
Annual budgetary amounts	<p>Direct £ - 0</p> <p>Indirect £ - 0</p>
Number of staff reporting to the job holder	Daily supervision of Green Room Assistants, supporting the Food and Beverage Manager with training and performance management of the assistants.

Any other relevant statistics/information	Must be well presented and willing to work evenings and weekends
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WORKING ENVIRONMENT
<p>The Green Room Cafe and Restaurant is open from 10am Monday-Saturday, with service finishing by 9pm most evenings. The Green Room only opens on Sundays and Bank Holidays if there is a performance or an event.</p> <p>This post requires regular evening and weekend working.</p> <p>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.</p> <p>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.</p>

ORGANISATION CHART
See attached

April 2025