

# THE MARLOWE

## Job Description

POST DETAILS	
<b>Organisation</b>	The Marlowe Trust
<b>Job title</b>	Green Room Manager
<b>Reports to</b>	Director of Operations
<b>Grade</b>	J

## JOB PURPOSE

To ensure an excellent and safe service for all customers of the Marlowe's Green Room and other hospitality events in the theatre's spaces

## PRINCIPAL ACCOUNTABILITIES

1. To shape and implement procedures for the Marlowe's Green Room, and all other functions, ensuring an excellent customer experience.
2. To support the delivery of the agreed Commercial Strategy, working with the Head Chef to ensure the Green Room operates in a commercial way to achieve value for money, optimise financial return and reach agreed targets.
3. To drive the commercial functions business for The Marlowe Theatre reaching agreed set targets
4. To develop and deliver the agreed brand identity of the Green Room Café and Restaurant
5. To maximise the use of digital solutions, including EPOS, Artifax, Spektrix, Staff Savvy and Microsoft, to ensure efficient working across the Operational departments
6. To work as non-performance Duty Manager as required, ensuring the safety and security of the Marlowe Theatre Customers
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 department.
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.

<b>REQUIRED ATTRIBUTES</b>	
<b>Required Qualities</b>	<p>The Marlowe'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 Manager should be:</p> <ul style="list-style-type: none"> <li>• Friendly and customer-focused with great interpersonal skills</li> <li>• Organised and efficient, with an eye for detail</li> <li>• A creative thinker and problem solver</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of best practice in Restaurant and Event operations</li> <li>• Good knowledge of principles of customer service</li> <li>• Good knowledge of the relevant legislation and regulations</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Excellent interpersonal skills</li> <li>• Excellent waiting skills</li> <li>• Great level of Barista skills</li> <li>• Great level of people management skills</li> <li>• Great level of commercial selling skills</li> <li>• Great level of problem-solving skills</li> <li>• Good numeracy skills</li> <li>• Good level of IT skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working in a restaurant, cafe or Hospitality Events environment, either in a management or supervisor role</li> <li>• Good level of staff management experience</li> <li>• Good level of budget management experience</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Personal License holder (or willing to attain while in post)</li> <li>• Level 2 Food Safety (or willingness to obtain)</li> <li>• First Aid in the workplace (or willingness to obtain)</li> </ul>

<b>JOB DIMENSIONS</b>	
<b>Annual budgetary amounts</b>	
<b>Number of staff reporting to the job holder</b>	Direct Reports – Head Chef, Green Room Supervisor(s) and Green Room Assistants

<b>Any other relevant statistics/information</b>	Must be well presented and willing to work evenings and weekend

### **WORKING ENVIRONMENT**

This post requires regular evening and weekend working.

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'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 2023**