

# TYNESIDE

CINEMA

# Head of Hospitality

We are seeking to appoint a Head of Hospitality to help support the continued growth of Tyneside Cinema Bar Café, Vicolo and Events.

#MyTynesideCinema







## ABOUT US

Tyneside Cinema is the North East's leading independent cinema and digital arts venue located in the heart of Newcastle upon Tyne where it provides a welcoming space for people from all walks of life to come together. Our venue offers four screens, displaying a vast programme of films from all over the world and three public bar, dining and café spaces which offer a place for film and food lovers to socialise.



Tyneside Cinema is a community, with film at the heart of everything we do. We believe in the power of film to facilitate empathy; as a way to challenge and transport us through the stories of lives we haven't led, into places we've never been. In the setting of our beautiful 1930's newsreel theatre, we hope to create a space that reflects this potential in film to engage and relate new ideas, experiences and stories.

## ABOUT THE ROLE

The Head of Hospitality will be responsible for managing and ensuring the smooth running of the food and beverage offering of the facility. With accountability to develop, innovate and deliver a product mix which is quality driven and identifiably Tyneside, the Head of Hospitality is responsible for the site strategy of the kitchen, restaurant, bars and events operations. In addition the role encompasses the legal operational responsibilities, ensuring compliance and minimal risk. The successful candidate for this role will be able to forecast and manage with the goal being focused on maximising sales and revenue through customer satisfaction and employee engagement.



# ROLE ACCOUNTABILITIES

- Lead the department to profitability by achieving or exceeding budgeted contribution for the Trading Company.
- Awareness and understanding of Trading Company results and an ability to assess; analyse and communicate Trading Company performance.
- Strategic contribution to the creation of the Trading Company annual budget process.
- Oversee the design and creation of menus that provide the venue with an hospitality identity and drive revenue generation.
- Establish process and procedure, targets, KPI's, and schedules that minimise financial risk to the business.
- Oversee the management of the EPOS/procurement system.
- Ensure optimization of the supply chain and the use made of raw materials – minimising waste.
- Successfully achieve internal and external audit results.
- Actively manage the process of stocktaking.
- Manage, analyse and action outcomes from payroll reports ensuring minimal financial risk to the Trading Company.
- Ensure that the team deliver operational efficiencies and achieve wage % through overseeing the optimal use of resources on a daily basis (people and physical).
- Drive a culture of excellence – positively endorse and contribute to the Company philosophy of being the destination of choice for customers.
- Support a culture of succession planning and actively encourage the development of an F&B talent pool through staff motivation and empowerment, leading training and appraisals.
- Develop F&B growth through implementing strategies and operational plans for the business based on an understanding of the market and industry trends.
- Commit to driving an open, honest and consistent communication culture focused on operational improvement ideas, rationale and brand identity.
- Maintain professional and technical knowledge by tracking emerging trends in the restaurant industry; establishing personal networks and benchmarking practices.
- Develop, refine and drive the hospitality offer through private hires and events, leading the Events team to deliver a high quality product.

- Ensure that all policies and procedures are carried out and maintained in accordance with defined legislative and company criteria.
- Leads by example in the importance and responsibilities of maintaining all license objectives.
- Actively demonstrates knowledge of Personal Liquor Licensing.
- Owns and drives a culture of safety first in all areas of the venue.
- Ensure compliance to all legislative food safety and H&S policies.
- Ensure stocktaking is completed accurately and is accountable for all stock results.
- Daily demonstrates legislative compliance, adherence and knowledge to: Liquor License Conditions & Codes of Practice, Stock and Stores Control, Responsible Sale of alcohol, Data Protection and Health & Safety

## ROLE DIMENSIONS

### Title and Reporting Relationships

Position Title: Head of Hospitality  
Reports to: Chief Executive Officer

### Working Hours and Pay

- Full Time (37.5 hours per week)
- £42,000 p.a.

### Key Working Relationships

- Chief Executive Officer
- Chief Financial Officer
- Head of Cinema
- Events Manager
- Front of House Manager
- Head of Marketing and Engagement
- Board of Trustees

# PERSON SPECIFICATION

## Qualifications/Technical Skills

- Level 3 Food Hygiene Certificate
- Food allergy awareness training
- Personal license
- Ability to facilitate teams and build relationships through coaching
- IT Literate – MS Office/EPOS

## Experience/Knowledge

- 3+ years in a management position
- Extensive knowledge and understanding of the relevant legislation on the responsible service of alcohol.
- Extensive knowledge and understanding of the relevant rules and regulations on the H&S legislation of kitchen and restaurant operations.
- Stocktaking experience and knowledge.
- Solid understanding of leadership and management practices.
- DPS

# EMPLOYEE BENEFITS

We offer a great package of benefits to support your love of film and or venue, as well as training, support and opportunities to help you grow. Below is a list of some of the things you can expect as an employee of Tyneside Cinema:

- Cinema - unlimited free tickets for personal use // 12 additional complimentary tickets every 3 months for your friends/family.
- Hospitality - 25% discount on food and soft drinks for you and your friends/family when visiting together.
- Staff Screenings - the cinema hosts monthly staff screenings that all staff are encouraged to attend, mainly comprised of previews of new release titles due to be included in the cinema's upcoming programme.
- 33 days holiday per year inclusive of bank holidays.
- Enhanced company sick pay upon successful completion of probationary period.
- Hybrid working - dependent on role and working pattern.
- Access to an employee assistance programme providing a complete support network, expert advice and compassionate guidance 24/7.
- Trained mental health first aiders and health and wellbeing initiatives throughout the year.
- Free eye tests and flu vaccinations for all employees.





## HOW TO APPLY

### To Apply

Please follow the link below to our application form below and send the following documents to [joinus@tynesidecinema.co.uk](mailto:joinus@tynesidecinema.co.uk).

- A CV
- [Apply Here](#)

Tyneside Cinema's goal is to promote a diverse and inclusive workplace and we are committed to building a team that reflects a wide variety of skills, perspectives and backgrounds.

We are an equal opportunities employer, hiring on merit and our business need. We encourage applications regardless of age, sex, gender identity, sexual orientation, gender reassignment, marital status, pregnancy, parenthood, religion or belief and disability.

If you require any reasonable adjustments in our recruitment process, please let us know.