

TYNESIDE
CINEMA

HOSPITALITY MANAGER

We are seeking to appoint a Hospitality Manager to play a vital role in driving our food and beverage offer and experience at Tyneside Cinema.





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 bars, 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 Hospitality Manager will take responsibility for the operational and financial success of the Bar Café and Vicolo. Working closely with suppliers, the Cinema team, and the Front of House Manager, they will lead, inspire and support staff to deliver excellent customer service, drive revenue, and ensure our hospitality venues contribute strongly to the sustainability of Tyneside Cinema.



ROLE ACCOUNTABILITIES

- Drive sales and profitability across Bar Café and Vicolo
- Monitor financial performance, and identify opportunities for growth.
- Oversee the day-to-day operation of both hospitality venues, ensuring smooth and efficient service at all times.
- Work with the Front of House Manager to ensure customer-facing staff are well-trained, motivated, and delivering an exceptional guest experience.
- Work closely with the Head Chef to deliver on new menus, and aid the increase of food sales across the venue.
- Maintain consistently high standards of presentation, cleanliness, and customer service.
- Recruit, train, and manage hospitality staff, fostering a positive and supportive working environment.
- Assist the Front of House Manager with rota planning, staff appraisals, and ongoing professional development.
- Support the Events team with the delivery and planning of private and corporate events
- Build and maintain strong relationships with suppliers, ensuring quality and value
- Work collaboratively with the wider Cinema team to align hospitality services with programming, events, and customer needs.
- Ensure adherence to licensing, health & safety, and food hygiene regulations.

PERSON SPECIFICATION

- Proven experience in managing hospitality operations (e.g. Bar, Café, or Restaurant).
- Strong financial acumen with experience in driving revenue and managing budgets.
- Excellent leadership and people management skills.
- A passion for delivering outstanding customer service.
- Ability to work flexibly, including evenings and weekends.

WORKING HOURS & PAY

- Salary: starting from £33,000 p.a.
- Full-time (37.5 hours per week)

EMPLOYEE BENEFITS

We want to support your love for film and enable you to experience our amazing food and beverage venues. To do this we have an excellent staff discount scheme that we hope you will utilise to enjoy all we have to offer.

Cinema

- Unlimited free tickets for personal use
- 12 additional complimentary tickets every 3 months for your friends/family

Hospitality

- Discounted food and soft drinks from the Bar Café and Vicolo

Additional Benefits

- 33 days holiday per year inclusive of bank holidays.
- Access to an employee assistance programme
- Free eye tests and flu vaccinations for all employees.



HOW TO APPLY

Important Dates	Closing Date: 18th September 2025, 7:00pm
To Apply	<p>Please follow the link below to our application form below and send the following documents to joinus@tynesidecinema.co.uk.</p> <p>A CV. A Covering Letter of no more than one side of a4 explaining how your experience and skills meet the requirements of the person specification for this role found in the recruitment pack - Optional</p> <p>Apply Here</p>

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.

We have also recently partnered with [Suitability](#) and [Smart Works](#) who can provide business attire free of charge to wear to your interview if needed.

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