

TYNESIDE

CINEMA

RESTAURANT MANAGER

We are seeking to appoint a Restaurant Manager to play a vital role in leading the team to deliver the very best guest experience within our Hospitality spaces

- Salary: £32,000 p.a.
- Full-time (37.5hrs per week)
- Generous holiday allowance





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.



ABOUT THE ROLE

The Restaurant Manager will ensure the smooth cohesion and unified operation between cinema and hospitality spaces through effective leadership and efficient organisation. They will take responsibility for the development and delivery of excellent customer service standards across hospitality, ensuring high standards are met on a daily basis. To support the Head of Events and Hospitality Operations in leading a guest-facing team to support the growth of the business and build an excellent experience for our guests.



ROLE ACCOUNTABILITIES

- Direct line management of Hospitality Front of House team to drive service standards and customer experience.
- Guiding and helping the Duty management with the day-to-day operations of the venue, leading by example with a focus on effective and efficient staff deployment, cost controls, and guest service.
- Effective management and development of the Front of House team.
- Support the coordination of staff training and initiatives to ensure the Front of House team has the required knowledge to maintain consistent standards across the organisation.
- Oversee guest experience management, maintaining and enhancing service standards to provide a seamless and enjoyable experience for all guests.
- Address and resolve guest enquiries and complaints promptly and professionally, ensuring guest satisfaction.
- Develop and manage systems and processes to improve efficiency and service delivery.
- Work closely with other departments to ensure cohesive operations and communication.
- Ensure compliance with alcohol license conditions, responsible sale of alcohol, health and safety, and data protection regulations.
- Manage resource and cost efficiencies, including controlling wage percentages and other expenses.
- Collaborate with departments to ensure alignment of Front of House activities with broader cinema goals.
- Coverage of senior management duties where needed.

ROLE DIMENSIONS

Position Title: Restaurant Manager
Reports to: Head of Events and Hospitality Operations

Working Hours: Full Time (37.5 hrs per week)

Salary: £32,000 p.a.

EMPLOYEE BENEFITS

- Unlimited free tickets for personal use
- 12 additional complimentary tickets every 3 months for your friends/family
- Discounted food and soft drinks from the Bar Café and Vicolo
- 33 days holiday per year inclusive of bank holidays.
- Enhanced company sick pay upon successful completion of probationary period.
- Access to an employee assistance programme
- Free eye tests and flu vaccinations for all employees.

PERSON SPECIFICATION

Essential Criteria

- Ability to lead and guide the FOH team in delivering exceptional guest experiences and maintain those service standards long-term.
- 3+ years managing in a customer service or hospitality environment.
- Understanding of Liquor License Conditions & Codes of Practice, Responsible Sale of Alcohol, Health & Safety, Food Safety policies, and Data Protection.
- Effective resource and cost management, including wage percentage control.
- Experience in Change Leadership, to facilitate organizational changes with a positive, forward-thinking approach.
- Strong skills in coaching and delivering training to improve performance.
- Technologically proficient and able to keep up to date with advancements and implement change.
- Excellent communication and interpersonal skills to deliver on confident customer relationship and team management.
- Positive can-do attitude, friendly and personable.
- High levels of literacy and numeracy, and strong problem-solving skills.



TO APPLY

- Complete the following application form:
[Restaurant Manager Application Form](#)
- Send your CV to joinus@tynesidecinema.co.uk
- Deadline for applications: Friday 20th March, 19:00