

STORYHOUSE



Restaurant
Supervisor

STORYHOUSE

Who we are...

You can find a bit about who we are on our [website](#), also about our innovative home, and how it came about, in this case study at [Arts Council England](#) and about our renowned library in the blog by [DCMS's library team](#).

Above all, Storyhouse is a creative city community. A diverse, progressive cultural organisation, our new home is one of the country's most successful new cultural buildings. It is one of the UK's most visited cultural attractions, with over 1m visits per year, and is a community hub and combined arts producer.

Our library attracts international recognition and is known for seamless integration and boasts the longest opening hours of any UK public library.

Visits are roughly split a third each, between event attendances (including 201k tickets), library users, and participation. Last year we provided 3,400 free theatre tickets for children and offered 2,552 sessions for marginalised groups, also 477 youth group sessions. We enjoyed the support of 27k volunteer hours; and 1,328 different individuals involved in making our work. Grosvenor Park Open Air Theatre, which we founded in 2010, is the UK's largest regional open-air theatre welcoming over 25,000 each summer.

We have become an essential part of the region's cultural landscape, a place of safety and support, especially for younger participants, somewhere they can reimagine their place in the world. 128 community groups use us as a base for creative activity each month, including LGBTQ+, disability groups, refugee integration, mental health support and groups combating social exclusion by age. We work extensively with young people and provide a youth theatre, young company, young leaders programme and schools' partnership, working alongside local partners to ensure we are reaching people that are the hardest to reach.



Purpose of the role

As a Restaurant Supervisor at Storyhouse, you will provide leadership to the teams under your management and offer a knowledgeable, efficient, friendly and professional customer service to all our visitors. You will supervise a team of service assistants with the smooth running of all service operations, including the bars, restaurant, events and general enquiries.

You will also help and assist with ticketing, library enquiries when needed. You will be based in The Kitchen and will work primarily on bar and restaurant service, providing general customer service support to other teams as and when required.



Responsibilities & accountabilities

All restaurant & bars duties including, but not limited to:

- Supervise the set-up and maintenance of all restaurant service areas
- Make table bookings using the restaurant manager system
- Supervise customer service, ensuring all diners are greeted and served in a professional and friendly manner, offering a high level of service in line with company procedure and legal requirements relating to food service
- Manage a high level of product knowledge, from the menu to beverages available, including advice on dietary requirements
- Manage bar service as required, dispensing orders accurately and in a timely manner
- Clean and restock the bar areas
- Take responsibility for the organisation of interval drink pre-orders and ensure they are served in an efficient and organised way
- Help and support the ticketing enquires that visitors will have when coming to Storyhouse. These might include managing and supporting ticketing technology, including kiosks management such as changing till rolls, restarting, and reprinting tickets
- Be fully conversant in event information and offer knowledgeable advice on seating, pricing and other company booking policies
- Offer a high level of customer service to all our visitors
- Supervise staff dealing with all library enquiries such as printing, using the fixed PCs, loaning and returning books

Staff Benefits

- 30 days annual leave per year including bank holidays
- A Defined Contribution Pension Scheme or a Peoples pension scheme
- Employee Assistance Programme & free flu jabs
- Cycle to work & Travel to work schemes
- Hybrid working practices and flexible working requests available from day one
- Discounted gym membership with Brio Leisure
- Complimentary tickets and discounts on food and drink
- 8 weeks company sick pay available after 12 month service



Person Specification

Experience

Experience in a similar role, either in hospitality or customer service is desirable.

Experience in working in a busy environment.

Experience in dealing with customer complaints, and resolving incidents.

Experience of supervising a large and dynamic team.

Skills, knowledge & achievements

Mature and positive attitude with a good sense of humour.

Excellent communication, and interpersonal skills.

Ability to communicate effectively with a diverse range of people.

The capacity to inspire and motivate others.

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The opportunity

Title	Restaurant Supervisor
Salary	£11.50 per hour
Contract	Full time, 40 hours per week
Location	Storyhouse, Chester.

For discussion, please contact Emmeline Coppock at peopleteam@storyhouse.com

Representation

We strive to have an exciting, broad range of voices in our workforce, people who share our values and vision and can bring their varying life experience and skills to our work. We value lived experience and your perspective, as much as professional experience.