



## **JOB DESCRIPTION**

### **HEAD OF CATERING AND HOSPITALITY**

**Maternity Cover – 9 months.**

**REPORTS TO: Director of Visitor Experience**

**DIRECT REPORTS: Senior Sales Executive, Hospitality Co-ordinator.**

#### **Purpose of the role**

The Head of Catering and Hospitality is the Hall's catering expert who will use their knowledge, experience and creativity to oversee and encourage the incumbent catering contractor, Rhubarb Food Design. Direct responsibility for managing this contractual relationship gives the Head of Catering and Hospitality an unrivalled opportunity to drive forward the catering standards and revenues at this world-famous venue, to the benefit of our guests and through the financial return generated, support our wider charitable activities.

In addition, this role has responsibility for leading the growth and delivery of the Hall's Hospitality business.

For the maternity cover period, this role will be instrumental in working with Rhubarb Food Design in the remobilisation of the catering operation once the Hall reopens its doors following the current pandemic and ensuring the contractor observes all subsequent COVID-19 measures implemented by the venue as well as providing a service to give guests the best possible experience.

#### **Key objectives and responsibilities of the role**

- Manage effectively the relationship with the Hall's catering contractor, Rhubarb Food Design (RFD);
  - Represent the Hall's interests in all catering discussions and decision-making, acting decisively and persuasively within the positive and constructive relationship that exists between the Hall and RFD.
  - Implementing new COVID-19 guidelines and ensuring daily contractor compliance.
  - Working with RFD to re-introduce the F&B offer and eventually expand catering to normal operational levels in line with the venue's most current policy as instructed by Government.
  - Follow the objectives of the existing business plans / strategic goals
  - Hold RFD to account in line with their contract in order to ensure they deliver exceptional customer experience and maximise income to the Hall.
  - Proactively suggest improvements to the Hall's catering and hospitality, thinking creatively around each business opportunity and working in partnership with RFD (and Hall colleagues) to enable and drive forward projects, which deliver those improvements.
  - Work closely with the resident RFD team to ensure all inductions both from a Royal Albert Hall cultural as well as from an H&S perspective is being cascaded properly throughout the recruitment process.
  - Work alongside the RFD Director on the preparation and circulation of the agenda and materials for the quarterly Joint Catering Board meeting at the Hall.

- Lead the Hall's Hospitality team; liaising with the Head of Programming for VIP opportunities, working with promoters to propose Hospitality packages that are mutually and financially beneficial.
- Formulate budgets for promoters for high profile events.
- Setting sales targets with the Senior Sales Executive.
- Implementing the marketing strategy for both Hospitality and Catering.
- Ensure operational practices are appropriate with internal stakeholders according to audience needs and expectations, to deliver an unforgettable customer experience particularly for hospitality experiences.
- Manage effectively the relationships with all other catering/hospitality contractors & suppliers.

## General

- Work closely with the Hall's marketing team to ensure catering and hospitality services are promoted to the target audience and advertised effectively to maximise financial return for the Hall.
- Record relevant customer comments and ensure that any issues are resolved positively and fed back to the relevant supplier for action.
- Work closely with all other Heads of Department on initiatives, which will benefit Hall customers and ensure harmonious and productive relationships, which work to the benefit of the entire organisation.
- Actively contribute as a member of the Hall's senior management team, attending key meetings including the Joint Catering Review Board meetings.
- In conjunction with the Hall's Finance team, review financial data to ensure accurate figures for on Hospitality settlements and general catering commissions.
- Ensure contractors comply with legal and Hall requirements to include:
  - a. H&S
  - b. Food Hygiene
  - c. Fire regulations
  - d. Licensing Law
  - e. Sales of Goods/Trading Standards
- Report to the Director of Visitor Experience on progress regularly and as required.
- Any other duties as reasonably requested by the Director of Visitor Experience.

## **Person Specification**

### Experience and qualifications

#### *Essential*

Senior management experience of:

- managing a catering contract for a complex, fast paced and demanding live venue or similar environment
- running a major catering/hospitality business and/or high level relationship management
- driving substantial financial growth and service improvements in catering/hospitality
- substantial budget responsibility
- line management

#### *Desirable*

- sales & marketing, ideally within a catering environment
- audience segmentation / market research / customer feedback
- experience/knowledge of regulations/law relating to H&S, Food Hygiene, Licensing, Fire, Sales of Goods/Trading Standards

## **Skills and approach**

- Knowledgeable and passionate about food & drink
- A clear and persuasive communicator
- Excellent relationship management skills
- A strategic and creative thinker, able to focus on the key priorities for driving the business forward.
- A leader who is able to motivate and develop teams and work collaboratively across the organisation
- Commercially astute and target-driven
- Highly organised, professional and efficient, able to prioritise and delegate well
- Proven ability for problem-solving / lateral-thinking
- A flexible approach to working hours as the role requires some evening work; the Hall is predominately an operational evening venue.
- Enthusiastic about performing arts and the Royal Albert Hall