

JOB DESCRIPTION

JOB TITLE:	Front of House Manager
DEPARTMENT:	Venues
DIRECT REPORT	Head of Venues
PRIMARY LOCATION:	Easterbrook Bistro, Bar and Spa
SALARY:	£27,300 p.a. (pro rata)
HOURS:	25/30 hours per week

Job Purpose

To lead the Front of House operation at Easterbrook Bistro and Spa, ensuring customers receive a consistently high-quality food and drink experience across lunch, pre-theatre dining and other service periods. The role is responsible for supporting and developing the Front of House team, maintaining excellent service standards, maximising sales opportunities, supporting membership growth, and working collaboratively with the Head of Venues, Head Chef and wider team to increase footfall and enhance the customer experience.

Main Duties

- Lead, train and support the Front of House team to deliver professional, friendly and efficient customer service.
- Oversee day-to-day shift operations, including staff allocation, pre-service briefings, service standards and rota management.
- Maintain high standards of food and drink service, presentation, cleanliness and customer care throughout the Bistro and Spa.
- Manage bar stock control, including stock rotation, wastage, transfers and liaison with external stocktake providers.
- Ensure compliance with licensing, health and safety, food safety, allergen and venue operating procedures.
- Maximise sales opportunities, support membership growth and contribute to increased revenue and footfall.
- Work with the Head Chef, Head of Venues and Business Marketing Officer to support menus, promotions, social media content and customer engagement activity.
- Handle customer feedback and complaints professionally, resolving issues where possible and escalating when required.
- Work flexibly across other venues as required to meet business needs.
-

Essential role criteria

- Strong team leadership and supervisory skills
- Customer-focused approach with high service standards
- Excellent communication and interpersonal skills
- Ability to work collaboratively with colleagues and wider teams
- Professional, outgoing and friendly manner
- Confident decision-making and problem-solving skills

Essential qualifications or experience

- Previous experience in a similar supervisory role within a hospitality environment
- Level 2 Food Safety certification, or EHO-accredited equivalent
- Food allergen and allergen awareness training
- Personal licence holder, or working towards achieving a personal licence