INFORMATION FOR APPLICANTS: BAR AND KITCHEN MANAGER

October 2026
Dear Applicant

Please find attached an application pack for the position of Bar and Kitchen Manager at Sherman Theatre. Many thanks for your interest in this role.

The Bar and Kitchen Manager will help lead the theatre's Front of House operation, and ensure the effective and profitable delivery of an appropriate Bar and Kitchen service that supports and compliments Sherman Theatre objectives.

Sherman Theatre is one of the UK's leading producing theatres and one of Wales's most important cultural institutions.

Based in the heart of Cardiff, Sherman Theatre creates and curates exceptional theatre for the people of Cardiff, Wales and beyond. Its focus on the development and production of new writing and on nurturing of Welsh and Wales-based artists makes the Sherman the engine room of Welsh theatre. Sherman Theatre tells local stories with global resonance through its productions rehearsed and built under its roof in the capital. The Sherman is a place for everyone. It generates opportunities for the citizens of Cardiff to connect with theatre through inspiring and visionary engagement.

Over recent years we have gone from strength to strength with national awards recognition, critical acclaim for our work and increasing audiences. This thriving environment is reflected in the inviting space within our main Foyer where a daily Bar and Kitchen service offers refreshments, wonderful customer service and a warm welcome to all of our customers, resident creatives and staff teams.

We now have an opportunity for a new Bar and Kitchen Manager to take up the reins of this operation and build on the great work already done to further grow the offer and the business. We are looking for somebody with enthusiasm and passion to join our team.

We want Sherman Theatre to be accessible to all and so it's hugely important to us that our team at the theatre reflects the communities we serve across the city and beyond. We therefore particularly welcome applicants from diverse ethnic communities and D/deaf and disabled communities who are currently underrepresented within our team.

To apply for the post, please download the application form, cover sheet and equity, diversity and inclusion form from our website: www.shermantheatre.co.uk/jobs and send them to us at recruitment@shermantheatre.co.uk. Please note that, in line with our environmental policy, we are only handling applications electronically. The closing date is **noon on Friday 27 November 2026.** We'll confirm receipt of your application by email.

Interviews to be held on **Monday 7 December 2026.** Please let us know, on the application cover sheet, whether you would be available for interview on that date so that we can be aware, in plenty of time, if we may need to make alternative arrangements for any short-listed candidates.

If you need more information or support before you apply, or to discuss any reasonable adjustments or access considerations to allow you to participate fully in the interview process, please contact us at recruitment@shermantheatre.co.uk

Thank you for your time in respect of this application – and we really do look forward to hearing from you, and exploring how your skills, experiences and passion will make a real difference to our work.

Good luck with your application

Yours faithfully

Julia Barry
Chief Executive
Sherman Theatre

BAR AND KITCHEN MANAGER: OVERVIEW OF ROLE

Sherman Theatre wishes to appoint a Bar and Kitchen Manager to help lead the theatre's Front of House operation. Contributing to the department's operational efficiency and delivering the highest levels of customer service, the successful candidate will have the proven ability to ensure the effective and profitable delivery of an appropriate Bar and Kitchen service that supports and compliments Sherman Theatre objectives both during and outside of performance times and in line with audience development objectives. This is a fantastic opportunity for someone looking to make their mark in one of the UK's most exciting producing theatres, located within a beautiful, thriving city that's widely recognised as an outstanding place to live.

Bar and Kitchen Manager: Contractual Details

Salary:	£28719 per annum
Term:	Permanent
Hours:	39 hours per week including evening and weekends.
Holidays:	22 days per year, plus the 8 recognised bank/public holidays, with days accruing for length of service up to a maximum of 27 days plus bank/public holidays.
Period of Notice:	1 month with extra weeks accumulating for length of service (the notice period during the probationary period is 1 week).
Pension:	Sherman Theatre operates a qualifying workplace pension scheme.
Right to work:	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.
References:	Offers of employment are subject to the receipt of references that are satisfactory to Sherman Theatre.
Start date:	The post is available immediately.

Non-Contractual Benefits

We encourage all staff to see as many shows as possible and to be involved at all stages of the production process for Sherman Theatre productions. Every staff member is invited to attend Press Night for Sherman Theatre productions, along with complimentary tickets to most shows. We also offer a staff discount in the Bar and Kitchen to all staff members.

JOB DESCRIPTION: BAR AND KITCHEN MANAGER

Main purpose of role

To ensure the effective and profitable delivery of an appropriate Bar and Kitchen service that supports and compliments Sherman Theatre objectives both during and outside of performance times and in line with audience development objectives. Working towards agreed targets to develop a plan for Food and Beverage income generation. To lead on menu development and costings, and, working with the Head of Operations to create attractive offers, opportunities and promotions across the entire offering to maximise sales. To lead on safety, hygiene and food quality. To build a highly motivated and skilled Bar and Kitchen team. To support the Head of Operations in the customer facing operations and day to day facilities management within this busy producing and presenting theatre. As a personal licence holder, to act as Duty Manager as required.

Reports to

Head of Operations

Responsible for

Bar and Kitchen Supervisor, Bar and Kitchen Assistants, and Volunteers

Key relationships

Chief Executive, Visitor Experience Manager, Head of Audiences and Communications, Head of Finance and Administration, Head of Production and Planning, Producing & Programming Manager

LEAD RESPONSIBILITIES:

- Working with the Head of Operations, to develop Sherman Theatre's Bar and Kitchen Service, ensuring a high level of customer experience and the profitable and legally compliant operation of facilities, complying with environmental health and trading standards requirements across the company at all times.

- Develop and maintain a level and style of Bar and Kitchen service that is integral to and supportive of Sherman Theatre's core operations, values, programme and services. With a hands on approach you will ensure the successful operation of the Bar and Kitchen and that the service meets the requirements of each of the different types of activities of Sherman Theatre.

- Working with the Head of Operations and Producing and Programming Manager to drive income generation through conferences, building hires and events planning

- To be fully accountable for all Bar and Kitchen stock; ordering, receiving and reporting.

- Recruit, manage, train and rota Bar and Kitchen staff.

- Work closely with the Head of Operations with all licence, Health and Safety and fire evacuation procedures.

- With the Marketing team, develop attractive and consistent communications to drive use of, and sales at, the Bar and Kitchen.

- To embrace and promote the ethos of sustainable development and work closely with other key staff to identify and implement measures to lessen the environmental impact of the Sherman's activities.

1 Planning and Development

Working to agreed targets to develop and deliver a plan for catering income generation, working with the Head of Operations to create attractive offers, opportunities and promotions across the food and beverage offering for all performances and events to maximise sales.

1.1 Work with the Head of Operations to grow and develop the product lines and activities of the Bar and Kitchen to increase income generation.

1.2 Closely manage the Bar and Kitchen budgets for supplies and staffing, and provide information and checks, as required, by the Senior Leadership Team

1.3 Monitor and regularly report on the current and projected Profit and Loss position of the Bar and Kitchen and respond accordingly.

1.4 Develop, implement and maintain robust systems of the management of stock including the prediction of retail trends to ensure sufficient supplies to meet demand. Implement systems for the recording and management of wastage.

1.5 Regularly review relationships with suppliers to ensure that the Sherman benefits from best value, competitive pricing and lines that are attractive to customers, whilst delivering highest achievable profit margins.

1.6 Work in collaboration with the Head of Operations and other departments to maximise opportunities for the generation of additional income through the management and delivery of hires and events.

2 Food and Beverage Offer

Designing and implementing a food and beverage offer that enhances the customer experience and generates a profitable service at Sherman Theatre, whilst also considering sustainability and working with local producers where possible and financially viable.

2.1 Design a sleek, contemporary and effective menu that suits the different phases of a typical day at Sherman Theatre and to lead on developing menus and packages for events and hires.

2.2 Ensure the smooth operation of the Bar and Kitchen as required by business demands.

2.3 Develop a highly trained team of Bar and Kitchen Assistants who understand the correct preparation, cooking, presentation and service of the food and beverage offer at the Bar and Kitchen.

3 Staffing

Recruit, manage, train and rota Bar and Kitchen Supervisor and casual Bar and Kitchen Assistants within an agreed budget.

3.1 Recruit, train and manage a highly performing Bar and Kitchen team who embody the values of Sherman Theatre.

3.2 Ensure that all staff work within agreed procedures and to appropriate standards; including monitoring work performances, timekeeping and general discipline.

3.3 Ensure that all staff receive regular briefings to include changes and updates to the offer of service and for information sharing about other organisational developments.

4 Customer Service

Championing exceptional levels of customer service, working with the Head of Operations to deliver Customer Service Standards across all aspects of the company's interaction with the public.

4.1 Developing a programme for the training and development of all Bar and Kitchen staff ensuring they have exceptional product knowledge and are able to undertake their responsibilities in a way that exemplifies the company's values and ensures a high level of consistency of service standards.

4.2 To undertake the role of Duty Manager for performances, events and activities at the Sherman as necessary to ensure a firm understanding and overview of current operations (it is anticipated that the post-holder will undertake at least two Duty Management shifts per week, programme allowing, including evenings, weekends and Bank Holidays).

4.3 To ensure that the building and all events run smoothly and efficiently in accordance with licensing authority regulations. To ensure the safety and welfare of the users of the building and to maintain the highest standards of customer care, appearance and working practices of Bar and Kitchen staff, and volunteers.

4.4 To ensure the security of the building and act as key holder when necessary.

4.5 To be a designated First Aider and Personal License Holder.

5 FACILITIES MANAGEMENT AND HEALTH & SAFETY

In conjunction with Head of Operations and Visitor Experience Manager, ensure the physical safety, maintenance and effective working of the public areas of the building. Ensure that safe working environments are maintained, thorough an effective programme of risk assessment and supplier management.

5.1 **Compliance:** To ensure that the company complies fully with the terms of its Entertainment License, Health and Safety and Environmental Health policies and risk-management processes in place for all aspects of the Sherman's public facing operations and for designated backstage and office areas of the building.

5.2 **Health & Safety:** Work with the Head of Operations to ensure all Health and Safety regulations, policies and provisions are adhered to by all Bar and Kitchen staff, and volunteers. Ensuring comprehensive cleaning systems for the Bar and Kitchen servery and that areas are cleaned daily with appropriate materials and that waste disposal is carried out in line with company waste policy.

5.3 **Fire Safety**: To undertake regular fire safety training and evacuation drills with Bar and Kitchen staff, Volunteers and, in liaison with the Head of Operations and Visitor Experience Manager, with all other staff working in the building, and to maintain all necessary records.

5.4 **Major incidents**: As Duty Manager, take lead responsibility in the event of evacuation and / or major incident, acting as initial incident controller, liaising with and informing the Head of Operations, Senior Leadership Team and Chief Executive.

5.5 **Building Security:** In the absence of the Head of Operations, oversee the Security systems; to act as key-holder when necessary.

5.6 **Maintenance:** To assist the Head of Operations in overseeing maintenance contracts and services for all public areas of the building.

5.7 **Building Management:** To manage the day to day control of the computer-based Building Management System, access control and CCTV system.

5.8 **Cleaning:** With the Head of Operations and Visitor Experience Manager, to oversee the work of the cleaning contractors, including supporting and undertaking weekly inspections. In the Head of Operations' absence, ensure arrangements are made for patterns of work based on performance and event programmes, agreeing which areas are to be cleaned and ensuring value for money services are provided within budget.

5.9 **Sustainability:** Provide input into the development of the Sherman's approach to environmental sustainability such as the control and reduction of energy consumption, and participation in any sustainability project opportunities, including the implementation of the UK Theatre Green Book.

It is a duty to abide by the current Equity, Diversity and Inclusion Statement and other Policy statements as detailed in the Staff Handbook.

Note: You are employed as Bar and Kitchen Manager. However you may be asked to perform other duties at the same grade and remuneration package and to the same total hours of work. You will be given four weeks' notice of any proposed changes in duties.

This is a new job description and as such may be subject to changes made by your Line Manager, or may be part of discussions at either your annual Appraisal, or other appropriate meetings depending on the urgency of the discussion required.

PERSON SPECIFICATION: BAR AND KITCHEN MANAGER

ESSENTIAL

- 2 or more years in a management / supervisor role within the catering and bars industry.
- Demonstrable experience of working within agreed budgets and of cash handling, stock management and reconciliation systems.
- Demonstrable evidence of the effective leadership, management and motivation of teams.
- Experience of implementing effective health and safety procedures.
- Experience of managing events.
- The ability to handle financial data, undertake statistical analysis and generate realistic forecasts
- Knowledge and understanding of audience/visitor needs and expectations.
- Excellent listening, influencing and verbal communication skills.
- Strong people skills: the ability to lead and motivate, to assume responsibility, to delegate appropriately and supervise effectively.
- Strong personal management skills: the ability to plan and prioritise work, deal effectively with pressure, manage competing demands and retain a positive and optimistic approach.
- Hard working, highly motivated and committed to best practice.
- A "completer-finisher", who takes pride in a job well done and in getting the most out of the people for whom they are responsible.
- A flair for dealing with the public and delivering excellent customer care; a real enjoyment in working with people.
- An understanding of, and commitment to, diversity and inclusion, coupled with the imagination and application to identify the specific needs and preferences of current and potential visitors.
- Analytical thinker with a logical approach to problem-solving and the ability to anticipate the implications and consequences of situations and take appropriate action.
- Meticulous attention to detail to ensure consistent standards across the offer.

HIGHLY DESIRABLE

- The ability to speak, read and write Welsh

DESIRABLE

- Personal Licence Holder.
- First Aid at Work/Fire Officer certificate or Safety at Work competencies.
- EHO Food Standards Certificate.
- COSHH Certification.
- Enthusiasm for arts activities and for theatre in particular.
- A full driving licence.

Cyngor Celfyddydau Cymru
Arts Council of Wales

disability confident
EMPLOYER