

Head of Food & Beverage Operations Full Time Position

We have an exciting opportunity for an energetic leader with a passion for hospitality to become a senior leader of our theatre team. We are looking for someone who is enthusiastic about delivering exceptional Food & Beverage experiences to help us successfully operate our bars and function spaces. Serving over 30,000 patrons per week, the candidate should have a depth of experience managing large teams in a fast paced, exciting hospitality environment. This important leadership position requires someone who can demonstrate accountability of the department to deliver on both service goals and commercial outcomes.

Foundation Theatres will be doubling our operations in the next few years with the addition of two new theatres to our portfolio in Sydney. We are looking for someone with vision and energy who can spearhead our F&B operations and help steer the business through this exciting growth period and beyond. Reporting to the Director of Operations, we seek an energetic, passionate, and hardworking individual to help us make a visit to the theatre a truly remarkable experience for our patrons.

About The Position

- Work Type: Full Time.
- Location: Pyrmont & Haymarket, Sydney CBD, NSW
- Hours of work: Business operations run Tuesday – Sunday. Regular 40-hour work week expected with reasonable overtime when required. Work roster to be mutually agreed, with some presence over into weekend and evening operations.

What does it take to lead our Food & Beverage Business?

- A passion for hospitality and service, particularly in a fast paced bar environment and a deep understanding of the industry and its trends.
- Strong leadership and communication skills, and a track record in mentoring, motivating, and managing large groups of casual staff and creating a positive culture in an exceptional service environment.
- HR Experience and the ability to attract, recruit, train, appraise, roster and manage all HR issues within your department.
- The ability to continually evaluate operations and suggest innovations and changes where needed to ensure that we continue to improve on our operations and service.
- A passion for customer experience and demonstrated ability to develop and maintain internal and external stakeholder relationships.
- A strong financial acumen, a laser focus on maximising revenues whilst maintaining yield, and a desire to deliver on commercial objectives
- Superior computer and IT skills, and an ability and enthusiasm to engage with software that can ensure efficiencies for staff and customers. This includes POS Systems, financial systems, HR and operations software.
- A positive 'can do' attitude and desire to make a difference within the organisation.

Why Foundation Theatres?

- We are offering a stable, full-time position with a generous salary aligned to experience & bonus incentive.
- We are an Australian family owned and operated organisation who look after those within our Theatre Family. We have a small team with a flat structure, allowing direct and regular access to the Director of Operations and CEO. This position is for someone looking for long term stability with ability to have a voice and make a valuable contribution to our operations.
- We bring the best commercial theatrical content from around the world to Sydney and provide an exciting environment for presenting exceptional 5 star theatre service.
- Excellent growth opportunities both personally and professionally.
- Opportunities to see all of our productions.
- A work environment that is inclusive and celebrates the diversity of people needed to bring our theatres to life each day.

COVID Vaccination

It is a requirement that all Foundation Theatres staff are full vaccinated against COVID-19 or have a valid medical exemption.

About Foundation Theatres

Foundation Theatres is an Australian family-owned theatre owner and operator. Our venues are two of Sydney's premier theatres: The Capitol Theatre and Sydney Lyric. **Our Vision** is to provide exceptional, inspiring experiences for theatre makers and theatre goers. **Our Mission** is to operate thriving, internationally renowned, first-class theatres and to build a robust Australian theatre industry for generations to come.

Foundation Theatres is renowned for its innovative approach, determination, focus on excellence and passion for the theatre industry. With an absolute focus on customer experience, we recognise that the customer interaction does not start merely when patrons take a seat in the auditorium. Customers expect that they receive a complete end to end entertainment experience, and the Foundation Theatres team, across multiple functional areas, work diligently to ensure these expectations are exceeded.

Our team and our audiences come from all over the world, all genders, sexualities, religions, abilities and beliefs. We welcome people from all backgrounds to work with us, perform on our stages and visit our theatres. We are united by a safe and open environment, where we encourage all to be their true self. Harnessing diversity with respect allows us to make great theatre and thrive. We welcome applications from people of all cultures, ages, religions, genders, LGBTIQ+ people, Aboriginal and Torres Strait Islander Peoples and people with disabilities.

How to Apply

Does this sound like you? If you have the personality and customer focus required for this role, we would like to hear from you. Please send your cover letter and CV to kmurphy@foundationtheatres.com.au