Opera Holland Park Job Pack

# We are Opera Holland Park

We are an urban company in a leafy, airy setting. Every summer we build a theatre and perform to audiences from the Royal Borough of Kensington and Chelsea and beyond.

We identify and nurture emerging talent through our Young Artists scheme, and welcome singers, conductors, directors and designers back as their careers take flight.

We are an independent charity. Throughout the year, we serve the community in care homes, hospices, shelters and schools. We build the audiences of the future and take music to those for whom a traditional theatre setting is inaccessible.

We work in a four hundred year old multimedia live art form and tell stories through the expressivity and emotional honesty of the unamplified human voice. Our work covers a multitude of genres, time-periods and places. We take our audiences with us, introducing them to rarities and celebrating well-loved classics together.

# Our Mission and Values

Our mission is to share the cultural, wellbeing and social benefits of opera with our local community in Kensington & Chelsea and beyond. We do this by:

* Staging affordable and accessible, high-quality opera productions at our open air theatre in the centre of Holland Park
* Working with our family of freelance performers and creatives to bring opera to those for whom traditional theatre productions are inaccessible
* Providing opportunities for emerging talent in the opera industry to develop their skills and gain experience in a supportive environment
* Using our platform as a respected arts organisation to dispel stereotypes and spread the message that opera is for everyone

As a company and a community, we work together to make sure everything we do embodies our values:

* Creativity – Whether we’re producing our summer opera festival, building our theatre in the heart of Holland Park, or looking for ways to make opera accessible to new audiences, creativity is central to our work.
* Community – Opera Holland Park is not just a company but a community, made up of all the people who support us, work with us, see our shows and take part in our events and workshops. Through our outreach and education work, we aim to welcome as many people as possible from the local community into the Opera Holland Park family.
* Integrity – We are a company with integrity. Every one of us believes wholeheartedly in the importance of each project we work on. When it comes to our productions, we strive to get to the heart of the stories that make opera such a compelling artform.
* Respect – As a company and a community, our respect for one another defines how we work together in the rehearsal room, offices, backstage and beyond. It also defines our relationship with the historic site where our theatre is based, and our approach to the environment and sustainability.
* Passion - What unites us as a community is our passion for opera, for the cultural, wellbeing and social benefits classical music can offer, and for showing that this profoundly human, 420-year-old artform is for everyone and is still relevant today.

# Job description

Job title: Bar & Hospitality Supervisor

Department/Team: Hospitality/Customer Experience Team

Contract type: Fixed-term contract from the beginning of May – end of August 2025
Location: Opera Holland Park Theatre, Holland Park, Ilchester Place, W8 6LU, London Probation period: 2 weeks

Notice period: 1 month

Hours: 40 hours a week with evening and weekend work to be expected. The role will be supported by a deputy, and shifts will be negotiated between these roles.

Duration of the festival: 21 May - 23 August 2025.

# Purpose of job

This is an exciting role for an enthusiastic and creative Bar & Hospitality Supervisor to manage and ensure the smooth running of our public bars and private events during our summer festival of opera.

The Bar & Hospitality Supervisor is responsible for the general management of two public bars and the private members bar, alongside an extended team of 15-20 bar staff. They are also responsible for overseeing all other hospitality functions taking place at the theatre during the season, including corporate events, alongside the Customers Experience Manager.

During the season, they will be responsible for managing suppliers and stock, working with the the Customers Experience Manager to maximise income, and delivering an exceptional food and drink experience throughout the festival.

The successful applicant will also work alongside the Site Manager and the Front of House Managers to make sure all patrons who visit Opera Holland Park have the best possible experience in a healthy, safe and secure environment.

# Day in the life

Every day will be a little different! During the summer months, the Bar & Hospitality Supervisor would spend most of their time on site at the Opera Holland Park Theatre, working with the bar team to ensure an excellent food and drink offering, working with the development team to run our members bar and coordinating the successful delivery of any corporate hospitality functions.

A priority during every shift will be to ensure the bars continue to provide excellent service throughout the evening, and particularly during the busy interval.

# Areas of responsibility

* Leading the seasonal bar team by example
* Monitoring inventory of beverages to ensure adequate stock, and reporting back to the Customers Experience Manager for re-stock.
* Managing the Point of Sale System, using the till to take orders and payments
* Creating a warm and welcoming environment, and ensuring all staff maintain this level throughout the season
* Ensuring consistent and high quality customer service
* Dealing with customer feedback and providing solutions to customer complaints
* Overseeing all private receptions on site, led by the Customers Experience Manager
* Creating a positive work environment for staff and encouraging their career development
* Overseeing the appropriate set up of theatre hospitality areas and bars alongside the Build Manager and the Customers Experience Manager

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

# Role expectations and accessibility

The Bar & Hospitality Supervisor will be based at the Opera Holland Park Theatre, which is in the middle of Holland Park, and is mostly canopied. They can expect to be exposed to the elements for the duration of the festival season, from extreme heat, to the cold and wet.

The role will require a lot of standing and walking during each shift.

The role requires a positive attitude, confidence, and diplomacy. As it is public facing, unexpected situations will arise regularly, and no day is the same.

Access to the theatre site is step-free via both the East and West Gates. There is a short hill with a steep gradient at the West Gate, so the East Gate is more appropriate for those using a self-propelled wheelchair. All further information on theatre access can be found [here](https://operahollandpark.com/your-visit/access/).

# Person specification

We are looking for an experienced and confident Bar & Hospitality Supervisor who is welcoming, personable, reliable and goal driven. For this role we want someone who is creative and committed to exceptional customer service. Successful applicants will be team players who will represent Opera Holland Park and its values throughout the summer season.

We are heading into a very exciting time for Opera Holland Park, and we need a welcoming Bar Team with integrity and openness to support the company in delivering a successful 2025 Season.

# Essential criteria

* Experience in Bar/Events Management, possibly in a theatre environment
* Excellent leadership skills and the ability to manage staff
* Excellent customer service
* Business and accounting acumen
* Attention to detail
* Patience and ability to remain calm, positive and professional when working under pressure
* Ability to be creative and resourceful in problem solving
* Ability to work well under pressure
* Excellent verbal communication
* IT proficiency
* Collaborative approach

# Desirable criteria

* First Aid/Emergency First Aid, Fire Marshal Training
* Knowledge of Opera Holland Park and the performing arts industry
* A little black book of drinks & food industry contacts

# Equal opportunities

Opera is for everyone. We commit to creating opera for all people, and working with all people to create opera. We believe it is essential to nurture new and diverse talent, onstage and off. The more diverse our workforce, the stronger our community and the better able we are to achieve these aims.