



Restaurant and Events Manager

Overview

We are looking for an experienced and motivated Restaurant and Events Manager to lead the operations of our busy and much-loved restaurant and bar, located not just in our beautifully converted 18th-century barn, but also across our stunning outdoor area and ground at the Watermill Theatre.

This is a unique and exciting opportunity to work with a fantastic and highly respected theatre company, renowned for its creativity and ambition. The Watermill Theatre is not only a producing powerhouse but also a vibrant and collaborative place to work, where hospitality and theatre are closely connected, working hand-in-hand to create outstanding experiences for both audiences and customers.

This is a hands-on and varied role that combines leadership, customer service, and operational management. You will be responsible for maintaining high standards across all aspects of the restaurant, ensuring exceptional guest experiences, managing a front-of-house team, and working closely with the kitchen, theatre, and events teams to support a thriving hospitality offer that complements the work on stage.

The ideal candidate will be passionate about hospitality, enjoy leading a team, and bring energy, organisation, and creativity to our food and beverage operation. You'll be joining a team that values innovation, collaboration, and excellence – and playing a key role in making every visit to The Watermill memorable.

Key Information



Responsible to	Audiences and Commercial Director
Manages	Deputy Restaurant Manager, Restaurant and Bar Staff, Catering Administrator
Key relationships	Head Chef
Contract	Permanent
Hours	Full-time – 40 hours per week which will include some evenings, weekends and bank holidays. Additional hours will be required some weeks to fulfil the role.
Location	The Watermill Theatre, Bagnor, Newbury, RG20 8AE
Salary	£33,000 - £35,000 (depending on experience)
Benefits	Free onsite parking, discount in restaurant and bar, two complimentary tickets per production, employee assistance programme
Pension	Contributions to Employer's Workplace Pension Scheme (5%)
Annual leave	28 days including public holidays. One additional day for every completed year, up to 5 years' service.

About the Watermill Theatre

The Watermill Theatre is a regional producing powerhouse, located in a stunning

rural setting just outside Newbury, Berkshire. In addition to producing around seven shows a year in our 200-seat theatre, we run a popular restaurant and bar, host a wide range of events, and deliver an extensive outreach programme that reaches over 15,000 people annually.

Our on-site restaurant offers seasonal, freshly prepared menus, served in our beautifully converted 18th-century barn as well as across our picturesque riverside gardens and outdoor dining areas – making the most of the theatre’s idyllic surroundings and creating a truly memorable experience for guests.

The theatre’s mission is to make theatre that is surprising, inventive and accessible for all. We hold wellbeing, equity and sustainability at the heart of our culture, and we’re proud to be a welcoming and inclusive organisation.

Working at the Watermill Theatre

The Watermill Theatre is a critically acclaimed producing house and registered charity (The Stage Theatre of the Year 2024 and 2026) located on the outskirts on Newbury in West Berkshire. We are well known for our bold, imaginative productions and commitment to artistic excellence, often transferring productions to the West End and beyond.

In addition to our ambitious main stage productions, we are committed to delivering an exciting and comprehensive outreach programme, reaching thousands of individuals every year. As pioneers of theatre accessibility, we pride ourselves on creating an inclusive space for all artists from our work in the local community through to collaborating with emerging artists.

For further information about the organisation, please take a look at our [Working at The Watermill guide](#).

Duties and Responsibilities

Leadership & Team Management

- Lead, motivate and support the restaurant front-of-house team to deliver excellent customer service at all times
- Oversee staff rotas, recruitment, training, and development

- Ensure all team members understand and deliver on The Watermill's values and standards
- Be the driving force behind the growth and success of the Watermill's hospitality and restaurant offer

Hospitality Development, Events & Collaboration

- Proactively create and deliver new events and experiences that align with the Watermill's show schedules
- Collaborate closely with the Head Chef, Executive Director and wider team to design food and drink experiences that complement theatre productions
- Identify and develop opportunities for non-theatre hospitality events, including private parties, weddings, wakes, and Christmas functions
- Work with the team to ensure smooth planning and execution of all special events, both in and outside of theatre performance dates
- Work closely with the theatre and events team to support and enhance the overall guest experience
- Contribute ideas for menu development, wine pairings, and seasonal offerings that reflect the creativity and quality of The Watermill's work
- Ensure the hospitality offering is fully integrated into the wider activity and values of the theatre, maintaining consistency and a shared vision across departments

Operations & Service

- Oversee daily restaurant and bar service, including pre-theatre dining and special events
- Ensure smooth coordination between the catering front-of-house and kitchen teams
- Maintain a visible presence during service times, especially during busy periods and events
- Respond to customer feedback with professionalism and a solution-focused approach
- Ensure all allergen and intolerance protocols are strictly followed, with appropriate training and procedures in place to guarantee guest safety and demonstrate a professional, serious approach to dietary requirements
- Work closely with the Head Chef to ensure all health and safety standards are met, including the maintenance of environmental health documentation, bookwork, and best practices across the restaurant and Kitchen.

Financial & Administrative Management

- Drive sales in hospitality forward, identifying opportunities to grow the restaurant and bar offer in line with the theatre's wider activity
- Recognise and act on the significant potential for growth, with plenty of opportunity to shape and expand the hospitality operation
- Manage stock levels, supplier relationships, and ordering
- Monitor budgets and work to maximise profitability while maintaining quality
- Support with reporting, sales tracking, and forecasting.

Organisational Commitments:

- Carrying out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.
- Undertaking relevant training and development as required.
- Driving change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- Being accountable for the safety of yourself and others, in line with our Health & Safety Policy.
- Creating a positive working environment, underpinned by the organisation's values.
- Ensuring we are collecting and using data to inform decisions, demonstrate our impact and fulfil our funding conditions.
- Complying with all legal requirements relating to the General Data Protection Regulation (GDPR).
- Contributing to our environmental sustainability goals.

Person Specification

Essential Criteria: The successful candidate will meet the majority of these requirements

- Proven experience in a hospitality management role, ideally within a restaurant or theatre environment
- Excellent customer service and communication skills
- Strong leadership and team management experience
- Financial acumen and experience with stock and cost controls
- Ability to work flexibly, including evenings and weekends
- A calm, positive and professional attitude with a passion for hospitality

Desirable Criteria: The successful candidate will meet some of these requirements

- Knowledge of wine and food pairings
- Experience working in an arts or events-based environment
- Food hygiene or health & safety certifications (training can be provided)
- Understanding of sustainability in hospitality
- Experience of driving revenue through the generation of private event bookings.

Submitting Your Application

How To Apply

Your application should include:

- Your CV
- Your cover letter (no longer than 3 sides), explaining why you want to work for the Watermill Theatre and how you meet the person specification.
- A completed Equal Opportunities monitoring form (details below)

Please send your application to Jess Martin (Theatre Administrator) via admin@watermill.org.uk.

When forming our shortlist for interview, all applications will be considered anonymously, and your name and any names of employers will be redacted from your supporting statement and CV. Our selection panel will only have access to these details once you have been invited to interview.

We are accepting applications for this role now and will close the position when an appointment is made.

Please advise your general availability for interview within your application letter.

Equal Opportunities

The Watermill Theatre is committed to equal opportunities for all. We believe that a diversity of perspectives enriches our work and we have an equality of opportunity approach that aspires to give everyone the chance to achieve their potential.

Please find our [Equal Opportunities monitoring form here](#). This information will be used to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply will not be made available to anyone, including recruiting managers, in any form other than anonymous data.

We are a Disability Confident Committed employer and will guarantee an interview to any applicant who self-identifies as deaf or disabled, or from a Global Majority background, and meets the Essential Criteria. **If you regard yourself as having these characteristics, please state so clearly on your cover letter.**

If we can support your application by offering the pack in an alternative format, please do let us know by contacting admin@watermill.org.uk. Likewise, we are open to receiving applications in an alternative format e.g. video. We want to ensure interviews are as accessible as possible, so please do let us know in your application if there is anything we can do to support this.