



Restaurant & Venue Manager

Marwell Wildlife has an exciting opportunity for a Restaurant & Venue Manager to join the team, working 35 hours per week.

The Restaurant & Venue Manager will oversee the daily operations of our exciting new restaurant and terrace, The Keepers Kitchen.

Our ideal candidate will have proven experience in restaurant or hospitality management, preferably in a high-footfall venue.

Full details of this role can be found in the role profile below.

If you would like to join our unique and vibrant organisation to become a part of the Marwell Family, please send a completed application form to jobs@marwell.org.uk.

Salary: £40,000 per annum

Closing Date: 23 February 2025

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About Marwell Wildlife

Marwell Wildlife is a leading conservation organization and award-winning visitor attraction dedicated to conserving biodiversity and promoting sustainability. Situated in the beautiful Hampshire countryside, we inspire over half a million visitors annually with our conservation work and efforts to create a sustainable future.

Job Title: Restaurant and Venue Manager

Salary: £40,000

Benefits: Pension at 5%, 33 days annual leave including Bank Holidays

Hours: Average 35 hours per week, 5 days from 7, including weekends, evenings & Bank Holidays.

Reports to: Head of Catering Services

Management: Restaurant team

Job Summary

We are seeking a dynamic and commercially driven **Restaurant & Venue Manager** to oversee the daily operations of our exciting new restaurant and terrace, The Keepers Kitchen.

Situated at the front entrance of our zoo, in the newly created plaza area, we will be offering a locally sourced range of breakfasts, lunches, early evening meals, sweet treats and speciality beverages to both our zoo visitors and the general public. We aim to create a hub for the local community to connect more people to the work that Marwell Wildlife undertakes, as well as serving delicious food.

In addition to managing the restaurant, you will be responsible for maximising revenue opportunities by overseeing the commercialisation of the outdoor plaza space, including brand activations, samplings, pop-up markets, and other promotional activities. This role requires a balance of operational excellence, customer service, and business development, ensuring a seamless and engaging experience for guests while optimising the financial performance of both the restaurant and the venue's commercial spaces.

Key Responsibilities

Restaurant Management:

- Oversee all aspects of the restaurant's daily operations, ensuring high standards of food quality, service, sustainable practises and cleanliness.
- Lead, train, and manage a team of front and back-of-house staff to deliver excellent guest experiences.
- Monitor stock levels, ordering supplies, and managing supplier relationships to control costs and minimise waste.
- Implement and maintain health, safety, and hygiene standards in compliance with legal and company policies.
- Drive sales and profitability through effective menu planning, promotions, and customer engagement strategies.

Venue Commercialisation & Business Development:

- Identify and secure commercial opportunities for the plaza space, including brand activations, pop-ups, and sponsorship deals.
- Develop and manage relationships with brands, vendors, and event organisers to maximise revenue potential.

- Oversee the planning and execution of activations, ensuring they align with the brand image and enhance visitor experience.
- Negotiate contracts, pricing, and agreements for external partners using a strategic and revenue-focused approach.
- Work closely with marketing teams to promote activations and drive footfall to the venue.

Financial & Operational Performance:

- Set and achieve revenue targets for both the restaurant and venue commercialisation.
- Monitor financial performance, including budgeting, forecasting, and cost control.
- Implement innovative strategies to improve revenue streams and enhance customer satisfaction.
- Analyse sales data and customer feedback to make data-driven decisions and improvements.

Guest Experience & Brand Representation:

- Ensure exceptional customer service and create a welcoming atmosphere for all visitors.
- Act as a brand ambassador, maintaining the venue's reputation and aligning with Marwell Zoo's values and mission.
- Address customer inquiries, feedback, and complaints in a professional and solution-focused manner.

Skills & Experience Required:

Essential

- Proven experience in restaurant or hospitality management, preferably in a high-footfall venue.
- Strong commercial acumen and experience in venue management, brand partnerships, or event activations.
- Excellent leadership, team management, and communication skills.
- Ability to balance operational efficiency with strategic business development.
- Strong negotiation and stakeholder management skills.
- Experience with budgeting, financial reporting, and revenue growth strategies.
- Knowledge of health and safety regulations and best practices in food service operations.
- Ability to work in a fast-paced environment with flexibility, problem-solving skills, and a proactive mindset.
- Personal License Holder

Desirable

- Any guest service related qualifications or certificates
- Food hygiene qualification

Personal attributes:

- A true calling for developing and delivering amazing guest service and outstanding experience with excellent attention to detail
- Unmatched guest service skills with a clear focus on exceeding guest expectations as the first requirement
- A fixer by example – able to stay calm, read any situation and take measured and appropriate action to cool any situation and find a resolution

- People management – a leader, motivator and team player, with the skills to get the very best out of the people who work alongside you.
- Curiosity and drive for identifying, and maximizing new opportunities and improvements
- Organising - can marshal resources on strategic and practical levels to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently
- Communication Skills – Clear, confident and fluent communication skills – able to express views clearly and succinctly in a variety of settings and styles to audiences at all levels, including guest feedback. Active listening skills