

Job Description:

Function:	Keepers House Manager
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy General Manager
Additional reporting line to:	
Position location:	Royal Academy of Arts – Keepers House

1. Purpose of the Job – State concisely the aim of the job.

As Restaurant Manager of a members-only venue, you are responsible for delivering a premium, personalised dining experience through hands-on leadership, exceptional service standards, and seamless collaboration with the kitchen and wider operations team. You will drive excellence in service, guest satisfaction, team performance, compliance, and profitability. The restaurant manager consistently demonstrates exceptional leadership and professionalism, serving as a true ambassador of the brand and embodying its values in every aspect of operations. José Pizarro's deep-rooted passion for authentic Spanish cuisine, culture, and hospitality shines through in every detail — from his insistence on using only the finest ingredients to the warm, welcoming atmosphere he creates. He not only embodies these values himself but also inspires his team to share them, ensuring every guest experiences the true spirit of Spain.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Characteristics

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3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- **Maintaining Consistent Service Quality Across Members Area**
Ensuring a uniformly high standard of guest experience in multiple areas and different type of service can be challenging. Differences in venue size, concept, and staff skill levels often lead to inconsistencies that require ongoing monitoring, tailored training, and strong leadership.
- **Managing Guest Complaints and Negative Feedback in Real-Time**
Handling dissatisfied guests promptly and effectively, especially when issues escalate across multiple locations simultaneously, requires excellent problem-solving skills and a calm, diplomatic approach. Delayed or improper handling can damage the brand's reputation.
- **Balancing Operational Demands with Exceptional Guest Experience**
The pressure to meet financial targets, staff scheduling constraints, and logistical challenges often conflicts with the time and resources needed to deliver personalised and memorable guest experiences.
- **Adapting to Rapid Changes in Members Expectations**
The hospitality industry in London is highly competitive and fast evolving. Anticipating and responding to shifting customer preferences, technology advances, and external factors like regulations or events requires agility and forward-thinking.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

Guest Experience & Service Excellence

- Be the face of hospitality—visible, approachable, and professional during service.
- Create a warm, exclusive, and attentive atmosphere tailored to members.
- Handle member feedback with discretion and efficiency.
- Work with the reception and kitchen teams to ensure smooth pacing and flawless execution during service.
- Ensure all FOH staff are well-trained in product knowledge, licensing laws, and service etiquette.
- Ensure staff are ambassadors of José Pizarro's passion for authentic Spanish cuisine, rooted in a deep love for his culture, his commitment to using only the finest ingredients, and a genuine dedication to warm, heartfelt hospitality that brings people together around the table.
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Team Leadership & Development

- Lead and develop a high-performing, well-presented team that reflects the values of the venue.
- Conduct pre-service briefings, performance reviews, and ongoing coaching.
- Manage recruitment, onboarding, and succession planning in collaboration with senior leadership.
- Foster a respectful, motivated, and inclusive working culture.

Operational Excellence

- Oversee daily operations, ensuring the venue meets high standards in cleanliness, presentation, and service.
- Maintain compliance with all health & safety, food safety, and licensing regulations.
- Be responsible for shift planning, team rotas, and ensuring appropriate staffing levels within budget.

Client & Stakeholder Relations

- Build trusted relationships with members, clients, and internal stakeholders.

- Represent the restaurant at events, meetings, and inspections.
- Maintain open communication with the General Manager and other department leads.

Financial & Administrative Support

- Support the DGM with budget management and cost control.
- Manage daily cashing up, stock takes, payroll reporting, and weekly financial submissions.
- Monitor P&L performance and contribute ideas for improving profitability.
- Identify opportunities to drive sales and enhance the member offering.

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- **6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Deliver Exceptional Member Experience: Lead the team to provide personalised, discreet, and high-quality hospitality that exceeds members' expectations consistently.
- Team Leadership & Development: Recruit, train, motivate, and mentor front-of-house staff to maintain a professional, knowledgeable, and guest-focused team.
- Operational Management: Ensure smooth daily restaurant operations, maintaining standards of safety, hygiene, presentation, and compliance with all relevant regulations.
- Financial Oversight: Manage budgets, staffing rotas, stock control, and financial reporting to optimise profitability and cost-efficiency. KPI's to be agreed with the GM for each FY and aligned with budget
- Stakeholder & Client Relations: Build and maintain strong relationships with members, clients, and internal departments, acting as a confident and professional ambassador for the venue.

- **7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience (3+ years) in restaurant and hospitality senior management, or customer service roles, ideally across multiple venues or locations.
- Strong leadership skills with experience managing and motivating diverse teams.
- Excellent communication and interpersonal skills, capable of building rapport with guests and staff alike.
- Ability to analyse data and feedback to identify trends and implement effective solutions.
- Proactive problem solver with a hands-on approach and the ability to work independently across multiple sites.
- Passion for hospitality and a deep commitment to delivering outstanding customer service.
- Polished, professional, and discreet
- Calm under pressure, solution-focused
- Passionate about hospitality and member experience

- A proactive mentor and team builder



8. Management Approval – To be completed by document owner

Version	1	Date September 2025	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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