

JOB DESCRIPTION – ASSISTANT MANAGER

JOB TITLE: ASSISTANT GENERAL MANAGER

REPORTING TO: GENERAL MANAGER, OAKA PARTNERS

BASED IN: CHARTERS, PETERBOROUGH

JOB PURPOSE AND QUALITIES:

To increase the turnover and profitability of Charters licensed business belonging to 'Oaka Group'. The role requires supporting the General Manager in the training and co-coordinating of all managers and staff. Expectations include operating at all times to 'Oaka' brand values, and within Company policy, procedures and legislative requirements. Helping to attain the vision of 'Leading the Art of Hospitality' is crucial.

The Assistant Manager should be highly motivated to set exceedingly high work standards, and produce results with the General Manager by actively working in the venue. He or She should seek opportunities to improve operations on a consistent basis by constantly adapting to ensure the venue is profitable, pleasant and safe. The role demands a supporting role to the General Manager with a passion to achieve and sustain a reputation for outstanding quality food and real ales. The Assistant Manager should operate the venue to Company standards in the absence of the General Manager on days off, during holidays, or sickness, and be able to provide relief cover at other Oaka venues.

ESSENTIAL REQUIREMENTS:

- Proof of right to work in the UK
- A UK bank account in your own name
- An excellent command of written and spoken English
- A fixed place of residence within a reasonable travelling distance of the pub

1. PERSON SPECIFICATION:

Customer focus

- Be positive, friendly, sociable and welcoming to our customers, and create a great atmosphere
- Remain calm, patient and polite at all times
- Be helpful and go out of your way to help our customers

Drive

- Be confident and self-motivated
- Demonstrate a passionate commitment to the business
- Welcome and embrace change with a positive attitude
- Be able to work unsupervised in a busy environment
- Be able to prioritise duties

Personal integrity

- Be honest and reliable
- Be trustworthy and respectful
- Be well presented and appropriately dressed (business smart/casual)
- Maintain excellent time-keeping and attendance
- Be professional at all times

Team work

- Always be a good team player
- Build and maintain good relationships with all team members
- Work together with the team to ensure that the pub is the best it can be
- Be willing to take on jobs to balance the team workload
- Be able to communicate well with every member of the team

Developing self and others

- Be motivated to learn and develop
- Seek feedback and invest time in personal development
- Supervise, train and develop others

- Support, encourage and motivate others
- Coach, guide and give feedback to others

Managing change

- Welcome and embrace change with a positive attitude
- Understand the need for change and its potential
- Look for opportunities to improve the venue and areas of the business

Gaining commitment

- Communicate clearly with colleagues and customers
- Gain commitment of others by using leadership skills and knowledge
- Act as a role model

Analysing and decision-making

- Understand information quickly and accurately
- Resolve problems in line with company policy, protocols and guidelines
- Be able to work independently and know when to escalate issues

Managing performance

- Manage both good and poor performance
- Be accountable for meeting and exceeding objectives
- Be able to identify when targets are at risk and take action to ensure that they are met
- Be effective in planning own and others' workload
- Engender a vibrant and positive culture at work

2. PRINCIPAL RESPONSIBILITIES AND STANDARDS OF WORK:

- Share responsibility with the GM for the results achieved in the pub and restaurant, including profit and loss (P&L) performance, Cask Marque and audits.
- Share responsibility with the GM for the set-up and consistently effective operation of the venue, within company policy.
- Deliver excellent customer service and maintain a high standard of customer management, at all times.
- Ensure that opening and closing procedures are adhered to, in line with company policy, taking account of security and the health & safety of people and property.
- Work in all areas of the pub (bar, floor, cellar, kitchen and office), to ensure that best practice is maintained by the Team and to identify any areas requiring improvement.
- Control all office administration procedures and ensure that the management team complies with company standards.
- Be accountable for cash management throughout the pub and restaurant, including that relating to third-party providers (such as gaming machines where present); conduct thorough investigations for any cash-loss issues.
- Review P&L account monthly with the GM and Ops consultant, agreeing clear targets for improvements and for projected outputs that are at risk.
- Maximise all sales opportunities in the business, including quality of food and drink service and availability, using point-of-sale as directed; have an understanding of all promotions and point-of-sale requirements and work with the team and Line Manager to maximise sales at every opportunity.
- Follow all company security procedures, including loss prevention measures and procedures for the security of staff and premises, at all times.
- Deal with any employee complaints and/or grievances promptly, in line with company policy.
- Supported by the Marketing Manager based at Head Office, plan and implement a marketing strategy for the venue. Agree deadlines and provide timely information for the production of marketing materials.
- Keep all processes under constant review and report critical issues to designated Oaka Group Partner together with an action plan for improvement and speedy resolution.
- Provide personnel and payroll information and other data as required by the Oaka Group Administrator based at Head Office, the Group communication hub.
- Carry out any additional duties as instructed by the Oaka Group Partner.

3. DUE DILLIGENCE:

- Carry out risk assessments to ensure staff and customers' safety; ensure the adherence to children-specific and disability guidelines.

- Monitor and manage all maintenance issues and manage third-party contractors, including cleaners.
- Be aware of and adhere to licensing, data protection, Health & Safety at Work and COSHH legislation, and all company policies and procedures, at all times.
- Manage and maintain employee personnel & training files.
- Identify recruitment needs and take an active role in search and selection activities and the appointment of staff, in line with the company recruitment process, ensuring that all paperwork (including 'proof of right to work' documentation) is certified, copied and completed, in line with Home office and Company guidelines.

4. TEAMWORK AND TRAINING:

- Manage the pub and restaurant team, motivating and leading the team to achieve the highest standards, at all times.
- Identify and monitor training needs and take an active role in the personal and professional development of staff.
- Manage the day-to-day performance of staff and managers, in line with company personnel policies and procedures.
- Manage the day-to-day attendance of staff and managers, in line with company sickness and absence management policies and procedures:
- Manage and maintain correct staffing levels, in line with targets and in relation to sales-forecasting.
- Communicate effectively with the team, one-to-one, through regular meetings and through monthly full staff meetings.
- Manage the timely distribution of all company communications and ensure that staff are briefed accordingly.

5. PROFITABILITY:

- Control all aspects of finance in the pub and restaurant, including sales, gross profit, stock control, core wages and controllable expenditure.
- Forecast sales and wages weekly/quarterly, using the standard forecasting planner.
- Be responsible for accurate rota-planning, based on forecast sales and core wage budget.
- Maximise sales; minimise voids and wastage.
- Carry out commercial activities as instructed.

6. STOCK MANAGEMENT:

- Manage all delivery processes, including checking in orders, storage, stock rotation, security and loss investigation, and ensure that staff are trained in these.
- Manage all stock-management processes, including timely stock counts, line checks, wastage reports and loss investigation, and ensure that staff are trained in these.
- Complete product-ordering on time, every time; ensure full availability of all required drink, food and non-consumable items.

7. ACCOUNTABILITY:

- Prepare for scheduled and impromptu onsite visits and inspections, ensuring that all documentation is ready for scrutiny.