**Job Description: Assistant Manager**

At ASK Italian our mission is simple, we want people to do more than eat Italian food, we want them to eat like an Italian – to enjoy the entire experience, escaping from the day to day, connecting with friends and family and of course enjoying great Italian food.

Our values and beliefs are packed full of Italian attitude and underpin everything we do.

We are:

**Heartfelt**: We genuinely love what we do and believe in what we say.

**Respectful**: We care about how we make people feel and our impact on the world around us.

**Generous**: We’ll go that extra mile to make a difference.

**Spirited**: We’re determined, always moving forward to be the best we can be.

**As an Assistant Manager we will ASK you to:**

* Inspire a passion for delivering great Italian food and culture within your team.
* Work alongside your General Manager to ensure through your FOH and BOH team that your restaurant delivers consistently high-quality food, made to spec, maintaining the required allergens, quality and safety standards.
* Be accountable for ensuring that Showtime 10 standards and all company policies and procedures are adhered to at all times.
* Work alongside your General Manager to maintain a full family tree driving both internal progression and hiring the best external talent, maintaining a relentless focus on having teams stuffed full of the ASK Factor.
* Drive the development and performance of your restaurant team, ensuring great coaching, training, development, performance improvement and succession plans are in place at every level
* Work alongside your General Manager to ensure that all ER issues are handled fairly and consistently in line with legal and company requirements and taking guidance from the HR team to ensure that no risk is brought to the business.

**The key to our success is the ASK Factor, meaning…**

* We are **natural**, genuine, caring, warm, generous and **supportive** – with one another and with our customers.
* We’re not afraid to show our personality – we are confident, we are engaging and we love to be a little bit **cheeky**.
* We care obsessively about making everything perfect, every time – like the Italians, whatever we do, we do it with **passion**.
* We are uncompromising – through our attention to detail and our expert knowledge.
* We are always ready to take on responsibility, we are **keen to learn** and genuinely like being with people.
* We are individuals, we put our own stamp on things, but we share a belief in our values and that our culture shapes everything we do.

**As a leader in the business you will demonstrate our CAPI Leadership Behaviours:**

* We are **inspiring**, fair and consistent.
* We can **energise** our teams but are not afraid to deal with stuff when needs be.
* We are really **clear** in how we think things through and how we express ourselves.
* We are **organised** in how we get stuff done, making sure not to drop the ball.
* We **keep things simple**; everyone knows the priorities and is clear about what they need to do.
* We are **uncompromising** in our expectations, never turning a blind eye if something needs doing.
* We are **driven**, always wanting to get the best results possible.
* We are **commercial**, we know the things that make a difference.
* We **tackle things head on**, owning any problems, always looking out for better ways to do things.
* We get the best from people because we **listen**, we are honest when we need to be, we **recognise successes** big and small, and we make sure that everyone has the training and development they need.
* We act with **integrity**, it’s really important to us.