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Job Title: **Assistant Manager**

Who you report to: **General Manager**

Your Team: **Pubs, Inns & Hotels**

Role level: **Team Leader (Level 2)**

Salary Band: **[INSERT]**

Assistant Managers balance exceptional delivery for customers on what matters - engaging teams with the needs of the business. They are often the first layer of people managers.

At St Austell Brewery our vision is to be a world class drinks and hospitality company, your role as Assistant Manager is to assist and support the General Manager to maximise sales and control costs through your motivated and passionate team.

What Does Success Look Like?

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| A close up of a logo  Description automatically generated | To be in charge when the General Manager is away, you must ensure your customers are served to a high standard and that the team is motivated and committed at all times. |
| A close up of a logo  Description automatically generated | Support the General Manager to attract, develop and train a world class team. Whilst being a role model to promote St Austell Family Group values and vision. |
| A close up of a logo  Description automatically generated | To ensure all team members receive the support they need, making sure you flag up any issues or successes when necessary. |
| A close up of a logo  Description automatically generated | Take responsibility to ensure all food and drink is served to the highest standard, ensuring that you and your team know the menu inside out and understand any dietary requirements. |
| A close up of a logo  Description automatically generated | To be aware and understand the importance of cash management and all administration procedures and taking responsibility of these in the absence of the General Manager. |
| A close up of a logo  Description automatically generated | Record and use customer feedback to improve service and ensure consistent high standards. |
| A close up of a logo  Description automatically generated | Have an understanding of each role with a high importance of supporting the kitchen team when needed. To ensure a high standard is maintained in both FOH and BOH. |
| A close up of a logo  Description automatically generated | Making sure that your workplace is fit for purpose and is always looking at its best ensuring any Health & Safety issues or repairs are acted upon with upmost urgency. |
| A close up of a logo  Description automatically generated | Takes responsibility for your own development, striving to become the next General Manager within St Austell Family Group |
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How You Will Go About Your Role

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| **CUSTOMER FOCUS** | | |
| A picture containing drawing  Description automatically generated | Analyses customer feedback to identify different ways in which to improve service or enhance product quality. Acts as an escalation point for complaints - resolving where possible. | |
| **COMMERCIAL DRIVE** | | |
| Shares appropriate information at every opportunity and considers how best to engage their team in delivering results. Takes a cost-conscious approach when ordering/ purchasing items. | | A picture containing drawing  Description automatically generated |
| **DEVELOPING CAPABILITY** | | |
| A picture containing drawing, clock  Description automatically generated | Takes ownership of team and individual development, proactively supporting the development plans of others. Takes account of the diverse contributions of team members and delegates work to improve the capability of all. | |
| **LEADERSHIP** | | |
| Takes ownership and is prepared to be held accountable. Role models company values and behaviours. Actively seeks out opportunities for improvement. Develops and communicates standards and expected levels of performance. Delegates effectively and develops team members. | | A picture containing drawing  Description automatically generated |
| **TEAM WORKING** | | |
|  | Understands in depth what encourages and motivates others. Sets clear direction. Trusts team members to deliver once work is delegated. Encourages work life balance and removes barriers to effective working. | |
| **COMMUNICATION** | | |
| Considers the differing needs of others and adapts style accordingly. Communicates clearly and influences well under pressure. Explains and justifies point of view, and objectively discusses options. | | A picture containing drawing, light  Description automatically generated |

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| A close up of a logo  Description automatically generated  Skills Required |  | A close up of a logo  Description automatically generated  Relevant Experience |
| * Strong leadership skills * Excellent communication * Highly organised with a strong work ethic * Attention to detail |  | * Research and develop growth opportunities within the business * Proven experience within the hospitality industry * Strong Team Leader and commercial experience * A passion for the drinks and hospitality industry |