

JOB DESCRIPTION - ASSISTANT / TRAINEE MANAGER

This is a general Young's job description - specific roles will vary from pub to pub

Reports to: Manager

Key Purpose of Role:

- To act as understudy to the Manager and take on the responsibility for the day to day smooth running of the venue in the absence of the Manager
- To ensure that all operations are in line with company standards; Health, Safety and Legislative compliance, policies and procedures and imagine standards
- To support the Manager in delivering bottom line profit

Responsibilities:

CUSTOMER SERVICE

- Deliver the highest standards of customer service at all times
- Consistently improve imagine performance
- Ensure that they and their team are unfailingly courteous to all customers
- Seek ways of improving customer service and overall customer experience

STANDARDS

- Assist Manager in meeting product, hygiene and safety standards as defined by the Company in Perry Scott Nash manual
- Ensure the highest level of in-house cleanliness
- Ensure pro-active upkeep of property both internally and externally
- Present self professionally and groomed to Company standards at all times
Ensure team are well groomed and professionally presented in line with Manager expectations

PEOPLE

- Conduct self as a role model to team at all times
- Assist Manager in ensuring the training and development of staff through induction & E-learning
- Conduct performance reviews with employees
- Support the aims and objectives of the Manager
- Demonstrate loyalty to the Manager
- Take responsibility for the welfare and health and safety of staff
- Ensure compliance with Company grievance and disciplinary procedures at all times
- Ensure fair, consistent, caring and even-handed approach to all team members
- Encourage and inspire team to give their best

PROFIT

- Assist the Manager in achieving and exceeding all budgets
- Assist in driving sales improvements without compromising cost guidelines
- Monitor stock, both liquor and food, to ensure consistent delivery of satisfactory stock results
- Demonstrate and ensure efficient, accurate and secure cash handling throughout operation in line with Company procedures
- Monitor and assist Manager in ensuring that departmental GPs are achieved
- In Manager's absence take full responsibility for the profitability of the business
- Take full responsibility for areas of business as delegated by the Manager

COMMUNICATION

- Ensure the timely passing on of accurate information from the Manager to the team and team to the manager
- Ensure all team members are updated with all pertinent Company and in house information and objectives
- Promote and ensure professional and courteous dealings with all internal and external customers
- Facilitate and encourage open discussion, feedback and suggestions

COMPLIANCE

- Ensure compliance with the Licensing Act 1964
- Ensure compliance with Health & Safety Act 1974
- Ensure compliance with Management of H&S 1992
- Ensure compliance with Employment Law Legislation 1996
- Ensure compliance with all Company procedures and legislative requirements including:
 - Fire Regulation
 - Weights and Measures Act
 - SIA registered Door Persons
 - Public Entertainment Licensing
 - Trade Description
 - Company purchasing policy

GENERAL

- Ensure the integrity and reputation of the pub/hotel and Young's are never jeopardised
- Carry out any other reasonable requests by Manager or the Company
- Ensure the security of the building, contents and staff
- Take full responsibility for service standards, profitability, people, communication and compliance in the absence of the Manager
- Be prepared to help out at other Young's pubs