



GENERAL MANAGER

JOB ROLE
REQUIREMENTS

**CREATING UNIQUE & MEMORABLE EXPERIENCES
FOR OUR GUESTS & TEAM**

BARTS

Maggie's

*Bunga
Bunga*

CAHOOTS

MR FOGG'S

THE LONDON
**GIN
CLUB**

**CONTROL
ROOM**

AIMS & RESPONSIBILITIES:

- Ensuring an excellent Guest Experience: Through a consistent quality product offering & attentive hospitality.
- Build & maintain a strong team: Endeavour for all team members to be motivated, productive, and committed to providing excellent guest experiences. Central to this is effective recruitment, training & development in order to retain a skilled and diverse team of staff. Aiming to always provide them with the support they need to perform their roles effectively.
- Maintaining a safe and compliant environment: Ensuring staff & guests are safe at all times, and that the bar is compliant with all relevant regulations and laws.
- Maximising profitability: Through the increase of sales, controlling of costs and efficient use of resources.

REPORTS TO:

Operations Director / Operations Manager

WORKING SCHEDULE:

The role is 45 hours a week in 5 days across the entire week. You are required to be present during busy shifts and carry out, at minimum, one venue cash up / close per week. As late night bar operators, working past midnight when closing the venue is a requirement of the role. You may be required to work an additional day under rare circumstances such as for holiday cover. You will be in control of your own schedule.

PLACE OF WORK:

Central London. The first 2 weeks of your induction will be held in a venue different to your own. Following this, you will be usually be based in your home venue. You will have a weekly opportunity to visit the head office and meet with heads of departments.

PERKS

- Monthly bonus linked to your sites Gross Margin performance
- Competitive pay, pension scheme & additional holiday accrual with tenure
- Multi level development programmes to foster internal talent
- Annual management trips & conference
- Nightly £50 tab available across all venues
- Regular company socials & events
- Access to the CODE hospitality app
- Every staff member provided a staff meal for every shift worked
- Access to our Employee Assistance Programme Hospitality Action



SKILLS & QUALIFICATIONS:

- Minimum of 6 years working in high quality, wet led businesses
- Holder of a personal licence
- In-depth knowledge of hospitality, management & the bar industry
- Leadership: You will be responsible for leading and managing a team of different levels & experiences. You must have the ability to inspire, encourage and motivate people.
- Skilled Communicator: Our culture is people centric therefore effective communication is a must. The ability to communicate clearly and efficiently with your staff & guests is crucial.
- Guest Experience Guru: Creating unique & memorable experiences is at the heart of what we do, your ability to provide a consistently excellent Guest Experience will be critical to your success.
- Passion for the industry: You need to be constantly in the know about new trends & changes in the industry, including an ever evolving knowledge of products.
- Business savvy: As a general manager, you will be responsible for driving sales in your venue, managing your bottomline & everything in between.
- Organisational skills: Our bars are fast-paced & high quality, it takes a keen eye & well written to-do list to balance a team, guests, events, entertainment & general operations of a busy venue.
- Time management skills: Ability to prioritise tasks and manage your schedule effectively is key to a successful & smooth bar operation.

ROLE SPECIFIC DUTIES

GUEST EXPERIENCE:

- Maintain, drive & develop GX standards in all areas of the business
- Drive and develop brand story and maintain brand identity
- Support the creation and delivery of venue experiences to enhance the guest experience
- Proactively build local business network
- Oversee the use of CRM software to build customer profiles, track visits and spends
- Maintain and develop relationships with key clients and regular guests
- Deal with any complaints, issues, altercations & incidents according to company guidelines ensuring, where possible, our guests & staff are kept happy
- Solicit, record and utilise customer feedback
- Forensic focus on product standards & consistency

PEOPLE:

- Lead from the front, innovating and striving for excellence in all areas
- Lead the recruitment of all hourly paid team members & junior management
- Be proactive with recruitment and probations ensuring high standards are consistently met
- Support your Venue Training Champion with all new starter inductions & compliance training
- Oversee new manager induction training
- Ensure an engaging 3 month staff training calendar is always in place and executed
- Lead team member succession planning and management development
- Schedule in regular catch up with your management team including weekly management meeting
- Carry out any disciplinary or grievance procedures following company guidelines
- Monitor and manage staff turnover, develop strategies to ensure it is minimised
- Adopt a people centric mindset

SALES DRIVING & FINANCIAL CONTROL:

- Have an equal focus on sales and cost control
- Plan activity, at minimum, 1 quarter ahead ensuring adequate planning & preparation
- Work to resolve any issues highlighted in monthly Profit and Loss statements & weekly sales analyses
- Complete accurate weekly forecasting
- Constantly be working to reach agreed sales targets and manage the business in line with budgets
- Ensure all outgoings are informed by and in line with sales forecasting
- Collaborate with the sales & events team ensuring all appropriate events are accommodated
- Constantly identify new sales opportunities in order to expand and maximise the business
- Monitor sales performance and analyse data to identify areas for improvement
- Support & assist the marketing team in the development of promotional campaigns aiming to increase brand awareness
- GP – control costs across bar and kitchen in order to meet targets
- Ensure consumable purchasing is in line with forecasting
- Always looking to streamline costs in all areas of the business where possible
- Foster a culture of excellence, teamwork, and guest-centric approach to sales
- Provide guidance & support to the management team ensuring understanding of key financials, their impact on cost lines & sales in the business

VENUE MANAGEMENT:

- Ensure impeccable presentation of venue, staff and self at all times
- Staff rota is sent out 2 weeks in advance and in line with sales forecasts
- Ensure all licensing conditions adhered to and the venue runs legally at all times
- Ensure all cleaning schedules are being completed to standard
- Complete and pass all relevant & compulsory training courses both full day courses and online
- Comply with all relevant food legislation and HACCP regulations
- Ensure the venue runs in line with legal obligations in order to pass any authority visit
- Attend and being prepared for all scheduled meetings
- Ensure all back of house paperwork is kept up to date & completed to company standards
- Ensure all cash banking and cash handling completed to company standards
- Authorise & process all invoices in a timely manner and inline with company policy
- Maintain all company policies and standards at all times
- Ensure the venue opens & closes in alignment with premises licence & agreed trading times

BAR & PRODUCT:

- Active & competent in controlling all costs across the business
- Maintain a consistent GP according to targets
- Oversee & support the Bar Manager with all aspects of stock control & stock holding
- Stay up to date with industry trends & ensure the offer is in line with guest expectations
- Ensure cocktail presentation is always creative, eye catching & in line with venue concept
- Support the creation and delivery of the annual cocktail menu, including team training & launch
- Support seasonal/brand partner menu activations including promotion & training
- Forensic focus on food & drink, consistency, quality, presentation and delivery standards
- Continual development of product and offer