



DUTY MANAGER

**JOB ROLE
REQUIREMENTS**

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



AIMS & RESPONSIBILITIES:

- Ensure efficient operations: The smooth and efficient operational running of the bar during your shifts. You will need to manage the full guest experience by leading the team in all departments, handling any & all issues whilst ensuring a consistently high product quality at all times.
- Delivering an excellent guest experience: We endeavour for all guests to leave our venues having had their expectations met or exceeded, from the quality of the drinks and food to the hospitality they receive from your team.
- Maintaining a clean and safe environment: Ensuring the full venue is clean and well-maintained, and that all safety procedures are followed to prevent accidents or injuries. At the end of your shift you will be responsible for securing the venue following end of night procedures.
- Maximising profitability during your shift: This is achieved with creativity. Managing costs, minimising waste, encouraging upselling & cross-selling, increase sales & spend per head. You will be responsible for overseeing cash & credit transactions, ensuring that all financial transactions are recorded accurately & cashing up at the end of the shift.
- Future AGM: We consider our duty managers to be AGMs in training and as such you will be overseeing & supporting senior management in leading all departments whilst also being introduced to financials, sales driving principles & business management.

REPORTS TO :

General Manager

WORKING SCHEDULE :

The role is 45 hours a week in 5 days across the entire week. Your working week shift patterns are likely to be 1 opening/day shift, 1 middle shift & 3 venue closes. As late night bar operators, working past midnight when closing the venue is a requirement of the role. When running a shift you are required to be present on the floor at all times, any back of house responsibilities will need to be carried out at a different time to be organised with your General Manager.

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.

PERKS

- Monthly bonus linked to your sites Gross Margin performance
- Multi level development programmes to foster internal talent
- Nightly £30 tab available across all venues
- Additional holiday based on length of service
- Paid Day Off for Your Birthday (If it falls on a working day)
- Maternity leave – Full pay based on length of service
- Paternity leave - Full pay for two weeks
- Medical and Dental Coverage for all salaried employees over 1 year service
- Referral Bonus for introducing salaried candidates to the company
- Monthly & Annual company drinks & social events
- Employee Assistance Programme with Hospitality Action



BARTS

Maggie's

*Bunga
Bunga*

CAHOOTS

MR FOGG'S

**CONTROL
ROOM**

SKILLS & QUALIFICATIONS:

- Minimum of 2 years working in high quality, wet led businesses
- Holder of a personal licence
- Passion & drive to develop knowledge of product, hospitality, management & the bar industry
- A naturally outgoing & theatrical personality
- Leadership: Leads from the front & by example. You must have the ability to support, encourage & motivate.
- 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 is critical to the role.
- Passion for the industry: You need to be constantly in the know about new trends & an ever evolving knowledge of products.
- Time management & organisational skills: Our bars are fast-paced & high quality, the ability to prioritise tasks and manage your schedule effectively is key to a successful & smooth shift.

ROLE SPECIFIC DUTIES

GUEST EXPERIENCE:

- Maintain, drive & develop guest experience standards in day to day operations
- Drive and develop brand story and maintain brand identity
- Support the creation and delivery of venue experiences to enhance the guest experience
- 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 guest feedback
- Forensic focus on product standards & consistency

VENUE MANAGEMENT:

- Ensure impeccable presentation of venue, staff and self at all times
- Ensure all licensing conditions are 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 be prepared for all scheduled meetings
- Ensure all back of house paperwork under your control is kept up to date & completed to company standards
- Process all invoices for ordering you control 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



PEOPLE:

- Lead from the front, innovating and striving for excellence in all areas
- Maintain a good working relationship with colleagues and management team
- Cooperate closely with the team to ensure an excellent guest experience is delivered at all times
- Deliver informative and engaging daily staff briefings when on shift
- Working with the team to reach set targets
- Ensure all the staff are adhering to opening and closing checklists
- Ensure that yourself and all team members are abiding by the house rules at all times
- Assist in the recruitment of hourly paid team members
- Be proactive with recruitment and probations ensuring high standards are consistently met
- Support your Venue Training Champion with all new starter inductions & compliance training
- Support with team training in your venue according to your area of expertise
- Support team member succession planning
- Carry out regular informal catch ups with your team members ensuring you are aware of all struggles, concerns & issues present in the team
- Adopting an 'open door policy' so that the team feel comfortable sharing their concerns
- Highlight any team issues to the General Manager in order to manage them proactively as a team
- Ensure the front of house rota is completed meticulously balancing both the business needs with team requests & working patterns
- Attend a weekly management meeting
- Adopt a people centric mindset

SALES DRIVING & FINANCIAL CONTROL:

- Have an equal focus on sales and cost control
- Work to support the GM in resolving any issues highlighted in monthly Profit and Loss statements & weekly sales analyses
- Constantly be working to reach agreed sales targets
- Ensure all consumable ordering & rotas are informed by and in line with sales forecasting
- Work to identify new sales opportunities in order to expand and maximise the business
- Monitor sales performance and analyse data to identify areas for improvement
- GP – control costs & stock control across all areas of the business in order to meet targets
- Monitor & minimise wastage across all areas of the business
- Manage & monitor the offering of complimentary items ensuring it is used only when necessary
- Foster a culture of excellence, teamwork, and guest-centric approach to sales

BAR & PRODUCT:

- Support in the maintaining of a consistent GP according to targets
- Oversee & support the Bar Manager with stock control
- Stay up to date with industry trends & ensure the offer is in line with guest expectations
- Ensure cocktail presentation is always consistent
- Report any guest product feedback to the bar manager to support in the delivery of consistent drinks
- 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