



Assistant General Manager

Job description

Reports to: General Manager

Responsibilities

- Oversee the operations of the venue supporting the General Manager.
- Co-Managing a team of 40 staff, in a 600 person venue ensuring there is a positive culture.
- Opening/Closing the venue including cash up, shift report, rotas.
- Attract, develop and retain excellent talent at all levels both front and back of house.
- Train your team
- Ensuring all patrons have a world class experience no matter how busy the venue is operating at.
- Training your team to ensure brand standards are maintained and H&S procedures are followed strictly.
- Executing the styled events as per the Marketing events calendar
- Ensure the venue operates at the highest standards with emphasis on customer service.
- To do shift reports accurately.
- Ensure teams are motivated, given breaks and appraisals
- Ensure the venue is compliant – no drugs or inappropriate drinking.
- Ensure the team performs under high standards at all times, including opening/closing procedures
- Attend Management meetings, with weekly action points.
- Ensure venue is noise compliant to avoid any complaints.
- Be fully aware of all H&S, Risk Assessments, Incident forms and ensure these are followed
- Create a culture whereby all staff feel included and motivated
- Close staff and security rota on a daily basis
- Ensure all stock of consumables is as per business requirements
- Ensure that the venue cleanliness standards are maintained at all times

Qualifications & Skills

- Strong finance skills: cashing up and willing to learn how to read P&L & site forecasts

- Working knowledge of UK employment law
- Good knowledge of and experience in quality bars as well as premium casual dining
- Strong skill in driving for results
- Strong in people management and development
- Good knowledge of beer, wine and excellent knowledge of cocktails and spirits
- Strong skill in driving for results
- Strong in people management and development
- Great understanding and knowledge of stock control
- Outstanding communication skills
- A confident, approachable and outgoing personality
- Strong leadership skills and the ability to cope under pressure
- Excellent attention to detail and a strong presence amongst staff and customers
- The drive to meet and exceed customer expectations and ensure repeat customers

Working hours

The contract is 45 hours per week, worked over 5 out of 7 days. You must be available during peak shifts and are expected to perform an average of 3 cash-ups or venue closures per week. Since the venue is open until late night, working beyond midnight during closing is an essential part of the job.

Benefits

- Competitive salary
- 33 days annual leave including Christmas and your birthday!
- EAP in place that gives you 24/7 access to counselors and therapists
- Free local gym membership with machines, classes, swimming pool, sauna and steam room
- Daily staff food & drinks for free
- Genuine learning and developing opportunities
- Buzzing working environment
- Possibility to travel and work across the country
- Massive employee discounts & regular staff giveaways
- Quarterly staff parties and awards giving international travel prizes