**Timothy Taylor’s Managed Houses**

**Job Description**

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| **Post:** Assistant Manager | **Reports to:** Operations Manager |
| **Location:**  Taylor’s on the Green  Church Green  Keighley  BD21 5HT | **Date:** 18 May 2022 |

**Site:**

We are about to create a very special and unique pub in our hometown of Keighley. ‘Taylor’s on the Green’ will occupy the site which is currently the Lord Rodney. Our aim is for it to become well known for serving great pints of our award-winning Cask Ales, plus give customers, both old and new, the opportunity to experience ‘That Taste of Taylor’s’.

**Job Purpose:**

The ideal candidate needs to be passionate about delivering the highest levels of customer service and serving quality products alongside our Championship winning ales to assist the General Manager enhance on our growing reputation in the local area and beyond. To build sales and deliver profitability, to successfully manage and develop our growing team, fostering the desire to exceed expectations to attract and retain customers and to run the site in the absence of the General Manager.

**Responsibilities:**

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| 1. | In the Manager’s absence, take responsibility for the set-up and effective daily operation of the site, adhering to company policy and procedures including operating standards, licensing law, employment law, health and safety legislation and in accordance with all other legal requirements. |
| 2. | Lead by example by delivering exceptional customer service, dealing with challenging customers in a professional manner, ensuring all staff project a positive, upbeat demeanour at all times. |
| 3. | Regularly work in all areas of the site; bar, floor, cellar, kitchen, and office, to ensure that best practice is maintained and shared by the team and that any areas requiring improvement may be identified. |
| 4. | Perform office administration procedures as directed by your manager, ensuring compliance with company standards. |
| 5. | Keep self and team up to date with all current marketing plans, promotions, offers and any new products. Work closely with the Timothy Taylor’s marketing team to deliver the marketing plan and drive footfall, particularly social media. |
| 6. | Assist in controlling and achieving all financial targets set for the site. |
| 7. | Work with the GM and help manage all stock-management processes, including weekly stock counts, line checks, wastage reports, loss investigation, procedures for monitoring and controlling cash and staff. |
| 8. | Assist in the training and development of all staff to deliver the customer service that Yorkshire is famous for. |
| 9. | Ensure the smooth operation of all delivery processes, including checking in orders, storage, stock rotation, security, loss investigation and staff training. |
| 10. | Consistently present a site which creates an ambience and atmosphere appropriate for the clientele, to drive sales. |
| 11. | Review the outcome of any audits, customer feedback and food hygiene reports and, where necessary, take immediate action to rectify any problem areas and/or shortfalls in performance and housekeeping standards. |
| 12. | Report and action any maintenance issues, following the correct procedures. |
| 13. | Always lead the team in a positive, enthusiastic manner, working with the General Manager to drive sales by delivering excellent customer service. |
| 14. | Identify and monitor training needs and take an active role in developing people, maintaining up to date training records. |
| 15. | Keep self and team up to date with all current marketing plans, promotions, offers and any new products. Work closely with the Timothy Taylor’s marketing team to deliver the marketing plan and drive footfall, particularly social media. |

The successful candidate will be rewarded with a competitive salary, dependent on experience, and work for a highly regarded, local family brewery. Shift pattern will be dictated by the needs of the business.