



JOB DESCRIPTION and PERSONAL SPECIFICATION

Deputy General Manager

Venue: The Mayfield

Department: Front of House

Reporting to: General Manager

Job Objective: To support the General Manager with delivering a first-class hospitality service and the achievement of income, expenditure and profit targets. Assist in the development of the skills of the venue team to deliver an innovative and appropriate customer service.

JOB DESCRIPTION

Key Accountabilities

1. To meet overall business targets, in collaboration with the General Manager, development of the vision and key strategies for the venue.
2. To lead the Front of House team by adopting a hands on approach and being visible on the floor presence, whilst prioritising your work load effectively between Front of House and office based duties to best meet the demands of the business.
3. Conduct fire safety procedures and checks, weekly, monthly & quarterly in conjunction with the license regulations & our own risk assessments.
4. Cellar management & stock rotation duties including deliveries, line cleaning & mid-month stocktakes
5. Overseeing the management and implementation of reliable systems for cash handling, maintaining effective safe procedures and controlling float fluctuations.
6. Work with the Marketing Department to ensure all venue in house and exterior promotions are continuously up to date and relevant.
7. Ensure Front of House team constantly works toward increasing sales and maximising profitability, using the basis of the mystery guest program to train & develop the staff as well as using and developing the sales through service training programme.
8. Ordering of liquor & bar snack stock as required to support the business needs and in line with the agreed budgets. Form strong relationships with suppliers ensuring that the venue benefits from these strategic partnerships.
9. In the absence of the General Manager represent the venue at all levels ensuring business continuity, focused leadership and excellent customer service.
10. Other related duties as may from time to time be reasonably required by the General Manager or Chief Executive Officer.
11. Dress in accordance with The Mayfield uniform policy.



JOB DESCRIPTION and PERSONAL SPECIFICATION

Deputy General Manager

Staff Management

1. Ensure operational areas are properly prepared each day.
2. As directed by the General Manager make sure the venue specific induction processes are followed and maintained for all staff. Also the effective development and management of staff to ensure they are well motivated, and those they are briefed and trained so they can make the maximum individual contribution to the business.
3. Participate in the identification of training needs of all staff within line of responsibility on both an individual and group basis, including work methods, customer service, safety at work, health & hygiene and quality.

I acknowledge receipt of, and confirm my agreement to carry out the duties as described. I understand this job description is current at the date shown above and that, in consultation with the post holder, it is liable to variation by management to reflect or anticipate changes in or to the job.

Signed: _____
(Post holder)

Date: _____

Signed: _____
(For and on behalf of HQT and Hospitality Ltd)

Date: _____



JOB DESCRIPTION and PERSONAL SPECIFICATION

Deputy General Manager

PERSON SPECIFICATION

This role requires the successful candidate to be a well presented professional with proven hospitality service and experience relevant to the role.

Essential

- Previous Hospitality experience, of at least two years, demonstrating good management and effective co-ordination of a Front of House team
- Excellent and effective communication skills with the kitchen, front of house and management staff
- An ability to cope under pressure in a calm and efficient manner whilst meeting required deadlines
- Ability to read and understand accounts and other financial data
- Be able to conduct a bar stock control procedure
- NVQ2 Food and Beverage Service or equivalent
- Word, excel and outlook IT skills at basic level
- A flexible willingness to work unsociable hours including evenings, weekend and bank holidays as required.

Preferable

- Experience in sales and marketing in Hospitality
- NVQ3 Food and Beverage Service
- Food Safety Level 2