

The Hungry Guest

ASSISTANT MANAGER (TEMPORARY – MATERNITY COVER) THE HUNGRY GUEST FOOD SHOP, PETWORTH

PETWORTH PLACES:

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

ABOUT THE HUNGRY GUEST:

The Hungry Guest is part of a group of companies established in 2010 and is a multiple-award-winning food brand (a double winner of UK delicatessen and farm shop of the year), The group also includes E. Street Bar & Grill, The Angel Inn, Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting new gallery and exhibition space.

THE HUNGRY GUEST SHOP:

Our passion for food is evident from the moment you step inside our award-winning Hungry Guest Food Shop. Our shelves are brimming with preservative-free artisan breads and pastries made fresh daily in our bakery and a selection of jams, chutneys, sauces, dips, and ready meals lovingly prepared in our production kitchen. Step inside our cheese room to discover an abundant selection of some of the finest cheeses from Sussex and beyond. We also carry plenty of fresh produce, cold meats and salamis, and much more.

ABOUT THE ROLE:

We are currently recruiting an Assistant Manager for our Food Shop situated in Petworth, West Sussex. This is a temporary position to cover maternity leave for up to 12 months.

The successful applicant will be working alongside the Manager and a team of experienced retail assistants ensuring the successful smooth running of the store and its operations.

JOB PURPOSE:

To be accountable for the store's Customer Service levels.

To be responsible for all the store's staffing requirements and needs - Staffing schedules / Staff Training / Recruitment / New Starter Inductions and Training.

To stand in for the store manager - familiar with all aspects of the store manager's job and be ready to assume the role in the Store Managers absence. To compile and provide reports to submit on the manager's return.

MAIN DUTIES:

PEOPLE MANAGEMENT

- To display strong communication, interpersonal, and decision-making skills.
- To manage staff in an open and approachable manner to assist in maximising staff retention.
- To train, motivate and drive the team to deliver slick efficiency with warmth and charm.
- Conflict resolution.
- Store rotas - Understand scheduling and staff level needs and post store rotas in a timely and efficient manner.
- To ensure all legislative training is completed within the required time scale and recorded legitimately in the staff training records.
- To manage the coordination of staff on-the-job training and creative team players with excellent customer service skills.
- To liaise with the Store Manager to evaluate and conduct refresher training for staff members when needed.

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- To champion internal promotions and incentives and train staff to confidently sell food and drink and make recommendations and upsell where appropriate.
- To always use consistent practices when managing staff and ensure that the rest of the team gets the appropriate feedback.
- To ensure the staff complies continually with all legislation regarding Health and Safety, Fire Safety, Food safety, and licensing law.
- Completes required paperwork and updates relevant systems regarding staff sickness/absence.
- Collaborates with store manager on employee issues.
- Liaises with Human Resources regarding recruitment of new team members, completing and submitting relevant employment paperwork in a timely manner.
- Invites relevant applicants to interview and conducts interviews in a professional manner, selecting candidates for a second interview with the Store Manager.
- Manages the induction of all new staff according to company policies and procedures and provides the correct standard of company training.
- Manages paperwork and any communications with Store Manager and Human Resources in regard to leavers.
- Ensures all relevant Human Resources paperwork is filled and stored according to GDPR legislation (General Data Protection Regulations).

CUSTOMER AWARENESS

- First managerial interaction with customers to resolve customer complaints, address customer concerns and explain company policy.
- To understand who the customers are, their expectations and needs, to always establish and maintain relationship/rapport.
- To seek and action customer feedback at all opportunities and effectively deal with and learn from complaints.
- To implement correct company service standards, monitor and drive for continuous improvement.
- To project a positive, professional, and friendly image to the customers and employees, to ensure customers have an experience that will ensure they return.

HEALTH AND SAFETY AND QUALITY ASSURANCE

- To ensure a safe workplace by identifying health, safety, and hygiene hazards and taking corrective action.
- To ensure strict adherence by all team members to manufacturers' instructions of safe use of all equipment and understand any risks involved of operating machinery and other equipment.
- To instruct employees on specific safe work practices (e.g. use of proper footwear, cleaning up after spills, etc) and ensure policies are adhered to at all times.
- To ensure the timely completion and storage of all HSE, HACCP Plan, and Food Safety paperwork.
- To monitor the maintenance of the store and its equipment on a regular basis and report any recommended actions to the Store Manager where appropriate.
- To ensure the store is kept to a high standard of cleanliness throughout the day and on close of business.

SERVICE DELIVERY

- To constantly deliver a great customer experience through the team by leading and inspiring from the front.
- To sense customer needs and quickly respond to maximum satisfaction (i.e. service coordination and timely execution).
- To coordinate resources for "special events".
- To implement correct company service standards, monitor and drive for improvements.

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- To manage the security of cash, product, and equipment while on duty and report any problems to the Store Manager on handover.
- To create a positive, cohesive, friendly, and fun working environment.

FINANCIAL MANAGEMENT

- To work closely with the store manager towards achieving and exceeding budget targets.
- To ensure all payment procedures are adhered to, in particular cash handling, and performed in an accurate and precise manner.
- To write staff rota's in line with business levels and appropriately control staff costs, ensuring staffing levels are in line with revenue and requirements.
- To communicate cost issues/financial status to all in the team to increase involvement and commitment.
- To demonstrate a full understanding of the Profit and Loss accounts and assist the Store Manager in identifying and solving any problems that affect sales and profit.
- To perform the store's End of Month reports in a timely and accurate fashion in the absence of the Administrator or Store Manager.

MARKETING

- To ensure that marketing material is of the required standard and displayed within the appropriate time frame i.e. leaflets, posters, etc.
- To lead the team in any promotions and marketing projects and follow the companies sales plan and implement promotions.
- Promote store merchandise and company-branded products, prioritising The Hungry Guest brand in all areas.
- To communicate to our customers via Facebook/Twitter/Google+ /Trip Advisor and manage the accounts adhering to the Hungry Guest Brand Protocols.

COMMUNICATION

- Display strong communication, interpersonal, and decision-making skills understanding team building concepts and techniques.
- Collaborates with the store manager on employee and customer service needs
- To always ensure accurate and timely cascade of information to all staff.
- To attend monthly P&L reviews to report on the performance of the business, trends, and influences on them.
- To ensure good daily communication between the management team with the comprehensive end of shift handover reports.
- This document is not intended to be an exhaustive list. The Shop Assistant Manager is expected to work alongside the Senior Management team to continually develop and grow the business and the Company as a whole.

WE OFFER:

Competitive market rate salary

Staff discounts at all group outlets

Holiday entitlement of 28 days per annum including Bank Holidays (for full time roles) • Uniform

LOCATION: Petworth, West Sussex

EMPLOYMENT: Up to 12 months fixed term contract (maternity leave cover), full time

HOURS: 45 hours per week, 5 out of 7 days

SALARY: £24 - £27,000 pa dependent on experience

To apply, please send your CV and a cover letter to recruitment@markettowndevelopments.com