BUTCHER AND FISHMONGER MANAGER

About 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 BUTCHERS AND FISHMONGERS:

The Hungry Guest Butchers and Fishmongers are situated in the beautiful town of Petworth, West Sussex and is part of a group of companies established in 2010 comprising of multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E. Street Bar & Grill, Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Plans are well underway to open a new and larger butchers in Petworth in Spring 2023. This is an exciting time to join the butchers and there will be opportunities for the new Butcher and Fishmonger Manager to put their mark on the business.

ABOUT THE ROLE:

The role of the Butcher and Fishmonger Manager is to provide high-quality meat and fish services to our customers in our Hungry Guest Butchers and Fishmongers shops.

The Butcher and Fishmonger Manager will be responsible for the operation and management of the butchery, including product selection, ordering, preparation, display, packaging and sale of meat to consumer and wholesale customers. The successful candidate will also oversee the Fishmonger Shop and will be competent in preparing fish for sale. You will be able to advise customers on suitable fish to meet their requirements.

RESPONSIBILITIES:

- Customer Service
- o Greet and speak to customers, provide advice, answer questions and accept orders and payments.
- o Coordinatedeliveriesororderpickups.
- Preparation of Product
- o Cut, grind and prepare meats and fish products for sale.
- o Weigh, package, price and display products.
- o Clean and maintain tools and equipment and ensure displays and signage are accurate and attractive.
- o Prepare special cuts of meat ordered by customers.
- Supplier and Client Relations
- o Develop good working relationships with suppliers.
- o Estimaterequirementsandordermeatandfishsupplies; negotiate with representatives from supply companies to determine order details.
- o WorkwiththeWholesaleSalesManagertobuildandmaintainstrongrelationshipswith wholesale clients and deliver effectively on orders.
- Strategic Oversight
- o Develop, designand createnew applications, ideas, relationships, systems, or products to build and improve the business.
- o In consultation with senior management, from time to time as agreed and appropriate, run special offers, customer loyalty schemes and similar.

o Keep accurate and up to date records, budgets, and inventory. o Completemonth-endreportingandstocktake.

Health & Safety

- o Receive, inspect, record and store meat and fish upon delivery, to ensure meat and fish quality and safety.
- o Perform quality inspections on meats, fish and other products.
- o Adheretofoodsafetyandsanitationcontrolsatalltimes.
- o Inspect equipment regularly to ensure it is in good working order and safe to use.
- o Ensure that all food hygiene and safety standards are met and keep up to date with industry standards.

People Management

- o Developconstructiveandcooperativeworkingrelationshipswithstaffandmaintainthem over time, encouraging mutual trust, respect and cooperation. Assist and care for coworkers, customers and suppliers.
- o Supervise staff and schedule work activities, rotas and holidays in consultation with management, ensuring butchery opening times are maintained and fully staffed.
- o Offer on-the-job training and coaching to staff and motivate and develop your team including setting objectives and strategies.
- Marketing
- o Workwiththemarketingteamtoprovideproductandsupportasneededforeventsand
- other promotional needs.
 - Additional Responsibilities
- o WorkwiththeteamatTempleBarbakerytoensurethedeliveryvanisuptodateinterms of servicing, MOT, insurance and road tax, and is kept in a clean and professional state and reflects well on the Company.
- o This document is not intended to be an exhaustive list. Additional responsibilities may be required as Senior Management team continually develops and grows the business and the Company as a whole.

EXPERIENCE AND SKILLS:

The successful candidate will:

- Be a qualified butcher
- Have previous experience as Butcher Manager and preferably, in addition, experience as a
- Fishmonger
- Be courteous, knowledgeable and have a detail-oriented manner
- Have excellent communication skills and a strong understanding of meat and fish quality,
 cuts, and preparation
- Enthusiasm for retail sales and strong commitment to customer service
- Numeracy, including the ability to handle cash accurately and swiftly
- Willingness to work flexibly as part of a team
- Ability to work unsupervised and take initiative in challenging situations
- Awareness of health, safety and security issues
- Ability to lead and motivate a team
- Commercial acumen and sound business sense
- Ability to interpret and analyse sales figures
- Understanding of legal and regulatory environment, including relevant health, safety and
- hygiene requirements
- Good knowledge and understanding of the selection, preparation, display packaging and sale
- of meat and fish to consumer and commercial customers
- IT skills to order, take orders, work out margins, stock, costings, etc.

