

## HERON & BREARLEY GROUP

### RETAIL PUBS GENERAL MANAGER - IOM ROLE PROFILE

**JOB FAMILY:**

**HR CODE:**

STRUCTURE	LINE MANAGEMENT RESPONSIBILITIES
<p>This role is located in the IOM Retail Estate reporting directly to the designated Business Support Manager.</p> <p>The designated Business Support Manager will appraise the quality of work produced and/or performed by the incumbent.</p>	<p>Assistant Manager(s)/Head Chef(s)/Second Chef(s) and site team within designated outlet.</p>

MISSION & PURPOSE
<p>The mission and purpose of the Retail Pubs General Manager role is as follows</p> <ul style="list-style-type: none"> <li>• To lead a team of site staff, focusing on the delivery of operational excellence in every aspect of the business including people, customer, sales and profit.</li> <li>• To make connections with people, motivating and inspiring them to achieve results.</li> <li>• To deliver site profitability targets through the site team driving a sales culture and the achievement of required operational efficiencies.</li> <li>• To develop talent and future succession amongst the site team to support current operational requirements and the future growth agenda.</li> <li>• To actively seek customer and competitor insight in order to support decision making and the development of the brand proposition.</li> <li>• To effectively demonstrate inspiring, motivational leadership by embracing the core values and behaviours of the business.</li> <li>• To create a coaching, supportive environment where team engagement is seen as central to driving results.</li> </ul>

KEY RESPONSIBILITIES & DELIVERABLES
<p><b><u>People</u></b></p> <ul style="list-style-type: none"> <li>• Responsible for maintaining a fully resourced team in your site, through effective talent and succession planning and including high quality recruitment.</li> <li>• Driving towards results by enrolling the commitment and buy-in of others in order to achieve ongoing business objectives and achieve continuous improvement in knowledge, quality and service delivery.</li> <li>• Ensure company training programmes and compliance requirements are fully implemented including the thorough induction of whole site team.</li> <li>• Assist, support and deliver FLOW within your site.</li> <li>• Ensure regular feedback and information is provided to your whole team including regular 1:1's, team meetings, coaching and mentoring and regular cascades of company information.</li> <li>• Build and maintain a "high performance culture" within your team through inspirational leadership, effective performance management, communication and coaching.</li> <li>• Responsible for the implementation of HR policies and procedures at site level which comply with the Company's statutory obligations.</li> <li>• Ensure best practice is shared within your site ensuring all talent and skills are maximised.</li> <li>• Build effective and proactive relationships with your support centre teams, sharing knowledge and ideas as well as seeking feedback as required.</li> </ul> <p><b><u>Financial Planning &amp; Management</u></b></p> <ul style="list-style-type: none"> <li>• Identify opportunities and suggest strategies to drive sales in your site.</li> <li>• Assist your Business Support Manager to develop an annual business plan that drives profitable sales for your site.</li> <li>• Manage the P&amp;L for your site to deliver profitable sales growth.</li> <li>• Ensure labour costs, cash control, consumable spend and margins on food and drink is compliant with business expectations. Balance any promotional activity with cost implication.</li> </ul> <p><b><u>Operational Planning &amp; Management</u></b></p> <ul style="list-style-type: none"> <li>• Ensure that you are conversant and compliant with the usage of the systems within the business.</li> <li>• Responsible for all accounting procedures and cash handling for the site, ensuring accounts records are</li> </ul>

- completed accurately in a timely manner and income is kept secure and banked appropriately.
- Responsible for maintaining appropriate stock levels within the site whilst keeping on site stock secure and accounted for as per operational requirements.
- Deliver consistent operational excellence and brand standards within your site in the management and delivery of internal and external products and services.
- Clear and efficient communication, sharing and cascading information in a timely manner, explaining not just the “what” but also the “how” and “why” benefits of activities and processes.
- Maintain awareness of the local market place and competitors.
- Resolve customer complaints, identify and implement appropriate actions to prevent recurrence.
- Ensure all legal requirements are met for our customers and teams.
- Ensure a high quality environment is maintained through both cleanliness and timely repairs.
- Ensure compliance with all aspects of Health & Safety and Food Safety, highlighting any immediate or on going risk and taking appropriate action.
- Maintain cellar equipment in line with property teams, dealing efficiently with any enquiries, training or install programs where required.

**Product Quality & Development**

- Drive food and drink quality and offer through a sound, effective understanding of food production along with regular quality checks, feedback and coaching.
- Keep up to date with industry news, local and national trends as well as the developing propositions of competitors.
- Embrace change and assist with additional projects such a menu launches, seasonal activity and refurbishment works that will continually develop the business.

<b>PERSON SPECIFICATION &amp; BEHAVIOURS</b>	
<ul style="list-style-type: none"> <li>Demonstrable passion, enthusiasm and determination for achieving business objectives and the drive to deliver results with a sense of urgency in a fast paced environment.</li> <li>Able to multi task and manage a variety of activities occurring simultaneously.</li> <li>Able to inspire and motivate others, engaging the commitment of your team.</li> <li>Operate a collaborative approach by adopting a persuasive “selling” rather than “telling” style of leadership.</li> <li>Sustain optimism, drive and emotional resilience in the face of short term problems and set backs</li> <li>Excellent capacity to build and maintain relationships externally and internally within the business.</li> <li>An impactful communicator who is extroverted, warm, enthusiastic and empathetic.</li> <li>Commercially astute and confident in understanding financial information. Able to interpret data and information to provide focus and drive action.</li> <li>Ability to take a broad based view of issues and events and possesses an understanding of their longer-term impact or wider implications.</li> <li>Ability to influence or persuade others to gain acceptance, agreement or commitment to new ideas and approaches.</li> <li>Self aware, understands own and others strengths and development areas.</li> <li>Sound judgement skills around operational focus and people.</li> </ul>	
<b>EXPERIENCE, EDUCATION, TYPICALLY</b>	
<ul style="list-style-type: none"> <li>Must have the Manx Licensing Certificate and be approved by the Isle of Man Courts to become a Designated Official.</li> <li>Previous demonstrable experience within the licensed trade.</li> </ul>	

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All employees are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Heron & Brearley Group and to add value.

<b>Date prepared:</b>		
<b>Agreed by:</b>	<b>Incumbent</b>	<b>Manager</b>
<b>Review date:</b>		