

JOB DESCRIPTION

<u>Job Title:</u>	Assistant Manager
<u>Responsible to:</u>	General Manager/Deputy Manager
<u>Responsible for:</u>	All Staff
<u>JOB PURPOSE:</u>	<p>To assist the General/Deputy Manager in ensuring the smooth and efficient running of the unit whilst maintaining Company Standards and Values.</p> <p>To assist in optimising Income, Profit and maintain stock shortages within the Company's agreed limit.</p> <p>To ensure all legal requirements are complied with in accordance with all Legislation and Company Policies.</p> <p>Where applicable to serve as a Licensee.</p>

JOB RESPONSIBILITIES (not exhaustive):

1. People Management

- To identify required level of staff, induct, train and maintain a highly motivated team.
- To ensure that all personnel are fairly and equally treated with regards to training, development and promotional opportunities through Company programmes.
- To be responsible for the good conduct and well being of staff whilst in the workplace and representing the Company.
- Maintain a regular appraisal process for all Staff ensuring that a strong communication process is developed to maximise the performance of all employees.
- Maintain communication with all appropriate Support Functions within the Company.

2. Customer Service

- To exceed external and internal customer expectations by developing, implementing and maintaining the most efficient standards of customer service possible to deliver optimum Standards and Values.

3. Financial Management

- To provide analytical information following review of all Stock Audits and Financial information to enable the Senior Management to make decisions related to the Retail performance.
- To ensure the Retail Department attains the highest possible cash and gross profit margins by recommending actions following analysis of opposition policies and review of the Retail Department financial performance.
- Maintain all Company Procedures related to stock ordering, stock holding levels, stock rotation and records of all allowances (supported by appropriate authority).
- To ensure that stock levels, till functions are operated correctly and comply with the displayed bar tariffs and are in line with the prices being operated on the stocktaking system.
- To complete on a weekly basis a full stock take and provide an analysis report to the General Manager.

4. Business Development

- Liaise with General Manager and Divisional Retail Manager to ensure compliance and business development needs are met.
- To analyse opportunities and identify areas for improvement in areas of presentation and content in order to exceed customer expectations.
- On going analysis of Retail marketing initiatives to enable refinement of marketing plan.
- To utilise the support of national and local marketing promotional initiatives.
- To maintain and manage the standards of the unit.

5. Company Policies and Guidelines

- To implement and use Company Procedures and Policies with regard to Work Standards, Cash Control, Stock Control and Purchasing (this includes being responsible and accountable for ensuring that the unit operates as required by Statutory Legislation and Company Policy).
- To maintain all Official Books, Documents, Company Property and Provisions as notified from time to time in the Company's Manuals. Such papers and property must be made available for inspection by the Company or its appointed agents at any time, and explanations given, if required.
- You must account for all goods and monies received in the course of business and record and explain such transactions as required by the Company. It is your responsibility to ensure that

all monies, cheques and securities are safeguarded and banked in accordance with Company Policy and Procedures.

- You are authorised to make purchases on behalf of the Company only through approved suppliers, notified in the Company's Manual and upon receiving permission from the General Manager. You are not authorised to sign contracts on behalf of the Company without previous specific authorisation from a Director of the Company.
- It is your duty to ensure that goods are sold to the public in the same condition as supplied to you through the Company, and in quantities and at prices as approved by the Company. Any breaches in relation to stock and prices will result in disciplinary procedures against you.

6. Security

- You are responsible for the security of the business premises, its goods, fixtures, fittings and all monies and valuables entrusted to you.
- You must comply with all Statutory Regulations associated with access and egress of the premises and you must ensure that all relevant staff are properly instructed.
- The management role will not include screening, guarding or protecting the unit and guests other than responding to a sudden or unexpected occurrence where it is incidental to your overall management duties.

7. Licensing and Legislation

- Undertake to hold and comply with any licenses associated with the business premises and such licenses will be held absolutely as trustee for the Company or its appointed attorney.
- To ensure there is no breach of any Legislation, Policies, Regulations, Procedures and Working Practices.

8. Health and Safety Responsibilities

It is your responsibility to provide leadership and promote responsible attitudes towards Health and Safety. In so doing you will:

- a) Ensure that each new employee is given induction training and orientation to include: the location of the first aid boxes, fire exits and fire fighting equipment and to be informed of the emergency evacuation procedure.
- b) Ensure all employees are aware of Health and Safety Policy (a copy of which is in the Employee Handbook).
- c) Keep up to date with Health and Safety matters applicable to the operations of The Company (a detailed extract of your responsibilities and monitoring duties of the Health and Safety Policy of the Company is attached to this job description and is in the Company Operations Manual).
- d) Investigate all accidents with a view to prevention.
- e) Ensure good housekeeping standards are applied and deliver a safe environment through maintenance of the venue and staff training

NOTA BENE:

In addition to these duties and responsibilities, the **Assistant Manager** is required to carry out any other reasonable duties that may be required from time to time.

This Job Description forms a part of your Statement of Terms and Conditions of Employment. Breach of any of the above duties and responsibilities may result in disciplinary action as deemed appropriate.

I acknowledge receipt, confirm my understanding of, and express my acceptance of this Job Description.

Signature: _____

Dated: _____