



<b>JOB TITLE:</b>	<b>General Manager</b>
<b>DEPARTMENT/ BUSINESS:</b>	<b>Management, The Devonshire Arms' at Pilsley</b>
<b>REPORTS TO:</b>	<b>Managing Director</b>
<b>SUPERVISES:</b>	<b>Front of House Manager and Head Chef</b>
<b>SALARY:</b>	<b>Up to £31,000 per annum plus gratuities</b>
<b>HOURS OF WORK:</b>	<b>Minimum of 40 hours per week, (5 days out of 7)</b>

*Devonshire Hotels & Restaurants, owned by the Duke and Duchess of Devonshire are committed to providing quality products and services to Guests and Employees alike.*

*We recognise the importance of finding the right person for the job – people with passion for the industry coupled with a desire to progress, yet remaining focused on creating a very unique experience for our Guests.*

#### **PURPOSE OF THE JOB:**

To effectively manage the property with a strong emphasis on customer satisfaction and financial success, whilst driving the business forward. To ensure strict compliance in all matters concerning Health & Safety.

#### **MAIN DUTIES:**

- To liaise closely with the Front of House Manager and Head Chef to ensure that the highest standards of product and service are delivered at all times.
- To ensure all operational standards are maintained and continually improved through supervision and assistance.
- To maintain day to day knowledge of financial information. For example, revenue, payroll and gross profit.
- To motivate and encourage the team to enable them to achieve excellent standards of customer service.
- Promote sales awareness and encourage team members to maximise sales opportunities.
- Maintain a strong awareness of competitor activity.
- To work closely with the Sales & Marketing function to maximise all sales opportunities.
- To ensure stock control is efficiently managed.
- To ensure all areas of the Businesses meet the required level of safety, carrying out regular checks in line with Company and Environmental Health Policy. Work closely with the Company's Health & Safety Officer and EHO when required.

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- To ensure all team members have received the correct training to enable them to work safely within the Business. Arranging refresher training for existing staff as and when required.
- To implement and review risk assessments and safe systems of work.
- To plan and recruit the labour resource in line with budget and Business needs.
- To develop team members through training and coaching that meets the needs of the business and individual needs.
- To maintain regular communication by holding team briefings and meetings and by attending relevant site and inter-company meetings.
- To review client feedback and resolve any issues to a satisfactory conclusion in conjunction with the Managers.

**This list of duties is not exhaustive and additional duties may be required within reason for the better fulfilment of the role and the needs of the business.**

#### **GENERAL RESPONSIBILITIES:**

- To complete all Health & Safety and Job Skills training as required.
- To work in accordance with company Health & Safety guidelines especially in relation to Hazard and Accident
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To provide a healthy and comfortable working environment, smoking is prohibited throughout the Hotel.

#### **PERSON SPECIFICATION:**

- It is essential that you have previous experience (2 years minimum), working within a similar establishment at management level.
- You will have a strong operational and craft knowledge of food and beverage.
- You will be fully flexible, diplomatic and have an enthusiasm for the role in order to successfully lead the team forwards.
- You will demonstrate a strong financial and business acumen.
- You will be a confident communicator with both internal and external customers.
- You will actively relish the opportunity to interact with all guests.
- You will understand the importance of standards as a means to profitability.
- You must have a working knowledge of all support functions i.e. HR, Sales & Marketing, Accounts and Maintenance.
- You must be computer literate and have a sound understanding of Microsoft Office.
- You must be of smart appearance with excellent standards of personal hygiene.

