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**Assistant Manager – The View**

# JOB DESCRIPTION

Responsible to: Business & General Manager

Hours per week: 37 hours per week

Salary: £28,711 per annum

**Job purpose:**

To assist the Business & General Manager and ensure the efficient management, marketing and maintenance of The View at Seaford Head (excluding the Golf Professional’s Shop) and to deputise in their absence.

The key responsibility of the role is to maximise profits from the successful management of the building whilst ensuring a welcoming, positive and safe environment for all users of the venue, whether staff member or customer.

**Duties**

**The Venue:**

To assist the Business & General Manager with the following:

1. The management of all events and functions, including the hiring of the venue.
2. To maintain The View to a high standard, ensuring compliance with health and safety regulations.
3. To carefully manage the use of The View so that commercial activities and golfing activities work alongside one another as smoothly as possible.
4. To manage the catering within The View; assisting with menu planning and pricing.
5. Ensuring that all customers’ wishes are met so far as is reasonably possible, providing quick service for last minute changes. Dealing with any customer complaints and obtaining feedback from customers, using this to improve service.
6. Ensure product quality, great service and that new products are executed properly following roll out.
7. To ensure opening and closing procedures are planned for and adhered to every day, including daily cashing up and weekly banking.
8. To maintain the cellar; carrying out stock control, ensuring line cleaning is carried out effectively and general upkeep.

**Business Management:**

To assist the Business & General Manager with the following:

1. Achieve maximum profitability and overall success by controlling costs and quality of service, considering achievement of budgeted food sales, beverage sales and labour costs.
2. To purchase necessary consumable items in accordance with the Council’s Financial Regulations. Ensuring that deliveries of consumables and other items purchased are of a desired quality.
3. To undertake and review Health and Safety and Risk Assessments for The View.
4. To monitor and review The View contracts and suppliers.
5. Maintain records for inventory, labour cost, food cost etc.
6. Development and maintenance of all department control procedures and an overall manual for The View.
7. Maintaining relationships with the relevant Council officers to ensure effective management of the business, including (but not limited to) facilities and finance officers.
8. Overseeing the marketing and promotional activities of the venue, including analysing the effectiveness and return of such activities; delegating tasks as appropriate to do so.

**Staff:**

To hold direct responsibility for the following:

1. Organising rotas for all staff at The View (excluding Golf Professional Shop staff), ensuring timesheets are maintained and approving leave requests.
2. To delegate tasks and follow up effectively, encouraging staff development.
3. Working with the Council’s HR team to ensure all aspects of the Council’s HR policies and duties as an employer are upheld, working together to handle any staffing matters or issues as required.
4. Overseeing the induction process and training/development of staff across all of The View’s teams.
5. To maintain the personnel records on site at The View, such as personnel files and training logs.

To assist the Business & General Manager with the following:

1. Overall responsibility for the management of all staff at The View, including the line management of the Head Chef and Bar Supervisors, (excluding Golf Professional Shop staff); overseeing performance and other day-to-day supervision duties.
2. To create a positive team atmosphere among staff members, ensuring feedback, coaching and effective management of all members of staff and casual workers.
3. Working to ensure unity across the kitchen, bar and management teams, including arranging regular management and full staff meetings.
4. To ensure staff are properly trained in the use of equipment and have the relevant protective clothing, where required.
5. Responsible for ensuring good levels of staff attitude and appearance.
6. To keep staff informed of The View objectives and standards.
7. To show a constant united front of management to the staff.

**General:**

1. To deputise, as required, in the short term absence of the Business & General Manager.
2. To liaise with the Golf Professional, Course Manager, Golf Club officials and other Seaford Town Council staff as required to ensure best practise in the execution of works and the smooth operation of The View, attending meetings as and when required in the General Manager’s absence.
3. To perform all tasks with the minimum of supervision, undertaking duties with due diligence and ensuring that all provisions of the Policies of the Council, in particular the Financial Regulations applicable to the post, are met.
4. To exercise the required duty of care in respect of Health and Safety at Work Act and all Council policies, practices and procedures on health and safety matters.
5. Comply with all statutory requirements and other instructions regarding the safe storage and use of chemicals, materials, machinery and equipment.
6. Ensure that safety equipment and protective clothing is used at all appropriate times and maintained to the correct standard.
7. To show flexibility to meet the demands of the post.
8. To undertake any other duties required by the Council consistent with the level and scope of the post.

Reviewed: August 2022