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**Business & General Manager**

**– The View at Seaford Head**

**March 2022 Description**

Responsible to: Town Clerk

Hours: 37 hours per week, includes weekend and evening work

Salary: £35,750 per annum

1. **Job Purpose**

To ensure the efficient management, marketing and maintenance of The View.

The key responsibility of the role is to maximise profits from the successful management of the building.

1. **Areas of Day-to-Day Responsibility**
2. Food & Beverage Management *(Bar, Cellar, Stock, Ordering, Kitchen through Head Chef)*
3. Events / Functions
4. Marketing / Promotions
5. Customer Experience / Complaints / Feedback
6. People Management *(Recruitment, Rotas, Performance Management, Training & Development, Employee Relations, Internal Communications, Internal Meetings, Order of Service/Manuals)*
7. Facilities Management *(Contractors, Facilities Contracts, Health & Safety, Risk Assessments, Legal Compliance, Building Security)*
8. Golf Course Liaison *(Golfers as customers, The View as a clubhouse, Golf Offers, Society Bookings, Relations with Golf Course Managers)*
9. Town Council Liaison *(including membership of Central Management Team and Golf & The View Committee, Management Reports, Main Point of Contact for The View Queries)*
10. Record Keeping
11. Budget Setting / Monitoring & Financial Management
12. Strategic Planning / Monitoring
13. **Direct Line Management**

3.1 Assistant Manager (*post currently vacant*)

3.2 Bar Supervisors x 2 (*one post currently vacant -* *hold responsibility for casual bar staff*)

3.3 Finance & Events Coordinator

3.4 Head Chef (*holds responsibility for kitchen team*)

3.5 Other relevant posts as required

1. **Specific Responsibilities** 
   1. Overall management of all areas of day-to-day responsibility; delegating tasks and responsibilities as appropriate within staff structure.
   2. Liaison with relevant Town Council and Golf Course officers and other third parties in order to achieve the effective management of The View. Acting as main point of contact for queries relating to The View for internal and external customers.
   3. To maintain The View to a high standard, ensuring compliance with health and safety regulations.
   4. To carefully manage the use of The View so that commercial activities and golfing activities work alongside one another as smoothly as possible.
   5. Ensure 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. Achieve maximum profitability and overall success by controlling costs and quality of service, considering achievement of budgeted food sales, beverage sales and labour costs.
   8. Ensure The View is suitably staffed, with the relevant training, equipment and personnel procedures, in order to ensure smooth running of the business and business continuity measures should they be needed. Including ensuring a duty manager is always available and that they are trained and equipped to carry out the role asked of them.
   9. To take ownership of the culture of The View, ensuring a positive and safe working environment for staff members. Promoting best practise and leading by example at all times.
   10. To work alongside the Town Clerk and Golf & The View Committee, to develop, monitor and review the strategic plan for The View including reporting to and attendance at Committee meetings.
   11. 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 are met. Assisting in the review of relevant policies to ensure the policy documents remain appropriate for activities at The View.
   12. 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. Comply with all statutory requirements and other instructions regarding the safe storage and use of chemicals, materials, machinery and equipment. Ensure that safety equipment and protective clothing is used at all appropriate times and maintained to the correct standard.
   13. To be on call for any security/alarm call outs.
   14. To hold the role of Designated Premises Supervisor.
   15. (Ideally) To be a trained workplace first aider.
   16. To show flexibility to meet the demands of the post.
   17. To undertake any other duties required by the Council consistent with the level and scope of the post.