



Job Advert

Deputy Pub Manager

Working with us

At Red Mist Leisure we want to deliver the best for our customers and continually exceed their expectations. We strive to be market leaders and achieving this is dependent on the quality of our products, services and our team. We recognise that customers have a choice where they spend their dining income, but by offering consistently great dining experiences, we will thereby retain and expand our customer base through the strength of our reputation and become first choice in our customer's eyes.

We are looking for a Deputy Pub Manager to join our team. It is a position that requires a strong leader who is personable, energetic and capable of managing, supporting and motivating an extensive front of house team to deliver excellent customer service and achieve impeccable standards in all aspects of the operation.

Your role

- Exceeding customers' expectations to achieve exceptional customer satisfaction results in all areas of the operation.
- To deputise for the Pub Manager during days off or periods of annual leave
- To manage and maintain all company health and safety policies and procedures
- Engagement with the local community to develop trade, improve the reputation of the pub and to ensure the pub is an essential pillar in the community
- To effectively deal with customer event and function enquiries. Ensuring attention to detail with all enquiries for events and functions and making sure that they are dealt with as quickly and professionally as possible to maximise the company's chance of gaining the sales.
- In the absence of the Pub Manager, you should liaise with the Head Chef and other company Directors on pricing and operational issues before completing an event quote or event sheet
- To ensure all company property is properly respected, used and looked after to reduce maintenance or replacement costs
- This is a 'hands on' role and it is essential that your time is spent managing and supporting your team on the floor and interacting daily with your customers.

Operational responsibilities

- To improve and maintain the highest possible standards of operation including, taking ownership of the running of the pub, using your initiative to make daily operational decisions, managing staff and implementing new procedures where necessary

- Managing and organising cleaning rotas for the bar, back of house and general pub areas to ensure that a high level of hygiene and cleanliness is achieved and maintained
- Communicating with customers regarding complaints in an assertive, pleasant and totally professional manner to ensure that the situation is resolved to the complete satisfaction of the customer
- Monitoring and improving our standards of the operation. Helping to standardise the way we serve, clear and expose all sales opportunities with our customers.
- Bringing fun and enjoyment to the service team whilst ensuring our service is totally professional with high standards of personal appearance and attitude
- Identifying new ways to improve the guest experience and, in conjunction with the Pub Manager, introducing these to the pub.

Commercial

- To understand the annual pub budget and who is responsible for controlling each cost line
- Managing labour costs through accurate and controlled scheduling of staff and by reacting to increased or decreased customer demand by adjusting staff numbers
- To manage or assist with the management of liquor at the pub to ensure stock holding and rotation is efficient, wastage is minimised and the budgeted liquor gross profit margin is achieved
- Understanding, management and effective training of the company operating systems for electronic purchasing, payroll, bookings, table reservations, stock control and reporting. To attend monthly financial reviews and present the pub accounts with understanding and knowledge and, when necessary, interact with the head office accounts team to resolve financial queries
- Adherence to the clear company cash handling, storage and banking procedures

Staffing

- To assist the Pub Manager with the appropriate operational training
- In conjunction with the Pub Manager to complete the staff schedule each week. This should be in line with the unit labour budget and should ensure that appropriate staffing levels are in place so our service offer can be effectively delivered.
- To manage, motivate and support all members of the team both front and back of house
- To assist the Pub Manager in organising and managing all staff holidays and lieu days ensuring all staff receive their allocated days off and that their holiday and lieu days are accurately calculated and taken within the holiday year.
- It is essential that we place high priority on retaining our staff, dealing with grievances, completing all paperwork in an accurate and timely manner and handling disciplinary issues in a fair and appropriate fashion. The Deputy Pub Manager must understand and follow our procedures when recruiting new staff or dealing with staff issues

What we are looking for

- A strong leader who is personable, energetic and capable of managing and motivating an extensive front of house team to deliver excellent customer service and achieve impeccable standards in all aspects of the operation
- Passion for food. We love food and so do our customers. This is the reason most of them visit our pubs. It is essential to understand and be passionate about great food
- To have a 'hands on' attitude
- Totally customer focused. We must always strive to please them and exceed their expectations
- Honest, dedicated and hard working
- You must be a fun person with a good sense of humour and strong communication skills, being able to interact with customers and other staff members
- To have the dedication, patience and skills to develop staff within your team
- Ambition and drive. We want our Deputy Pub Managers to have flair, ambition and the will to succeed and overcome challenges.
- Self-motivation and driven. To always be enthusiastic and dedicated and to ensure that this motivation is filtered through to the front of house team
- An understanding of what a good beverage offer looks like, spirits, wines, ales, coffees and signature drinks. The ability to create and maintain consistency.
- Proficient in IT with an understanding of spreadsheets, word processing and social media

Our support to you

- Support, training and development to improve your competency and skills in the role and to aid towards progression opportunities in the future
- Competitive salary
- Increased annual leave through length of service
- Monthly & annual 'Shining Star' nominations and awards
- 25% discount on food and drink in all Red Mist Leisure pubs for up to 4 people
- Access to Perkbox, offering staff discounts on high street brands
- Be part of our charity days and events
- Guaranteed Christmas day off
- 4% Pension contribution
- Gym discount with Anytime Fitness
- Refer a friend scheme