



## Deputy Pub Manager

### **Every great pub needs a great front of house team...**

Across our family of 10 pubs, 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 truly believe that to deliver the best for our customers, our teams must be happy at work and well looked after. We believe in being open, honest and fair with our team members.

We are looking for an enthusiastic Deputy Pub Manager who shares our passion for great food and drink. You will be a highly valued and crucial part of the front of house team, capable of managing, supporting and motivating the bar and front of house team to ensure that our customers have an exceptional experience every time. You will work closely with the General Manager to maintain the highest standards of operation, taking ownership over operational decisions and management of team members. You will be a key contributor to the success of our pub.

We have a lot to offer you in return!

### **Package**

- Competitive annual salary
- Annual bonus
- Excellent gratuities, paid monthly

### **Other support to you...**

- Free meals on duty
- 25% discount on food and drink in all Red Mist Leisure pubs for up to 4 people
- Guaranteed Christmas day off
- Increased annual leave through length of service
- 3% maximum pension contribution
- Reduced rate if you wish to join the private healthcare scheme with Westfield Health
- Support, training and development to improve your competency and skills in the role
- Commitment from us towards ensuring progression opportunities for you
- Monthly & annual 'Shining Star' nominations and awards
- Regular social events and familiarisation trips
- Regular in-house team competitions
- Access to Perkbox, offering staff discounts on high street brands, local gyms, cinemas and more...
- Involvement in our charity days and events

### **What we need from you**

- A **passion** for great food and drink. We want our people to express real enthusiasm and love for the fresh food and array of drinks we offer
- A **customer focussed** mindset. You will always strive to please them and exceed their expectations
- An **exceptional level of communication** to ensure that all customers queries are treated in a professional manner
- An **honest, dedicated** and **hardworking** approach
- **Enthusiasm**. You will take real pride in achieving exceptional results
- A great **sense of humour!** You will enjoy your work and the interaction you have with customers and your team members
- **Motivation skills** to be able to develop others and to be able to create and bond a team together
- **Adaptability** to be able to work at our other sites within the group as required
- **Respect** for your colleagues and company equipment
- To be able to maintain consistently exceptional levels of **cleanliness**
- **Ambition and drive** to achieve all operational standards and commercial targets
- The ability to **take the lead** and have the **energy and drive** to manage, support and motivate the front of house team to achieve impeccable standards in all aspects of the operation.
- **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
- The **experience** to deputise for the Pub Manager when necessary to ensure the pub runs smoothly
- **Proficient in IT**, with an understanding of spread sheets and social media
- The ability to **maximise sales** through quickly and professionally dealing with all event and function enquiries.
- **Collaboration** with the Pub Manager to identify new ways to improve the guest experience
- An **understanding of the annual budget**, managing labour costs through accurate and controlled scheduling of teams

### How to apply

To apply for the role, please contact us at [jobs@redmistleisure.co.uk](mailto:jobs@redmistleisure.co.uk)