

DELAWARE NORTH UK POSITION PROFILE

Position Title: Manager I, Restaurant		Job Code: L228
Function: Food & Beverage		
UK Known As: Operations Manager		
Status: Salary	Grade: L2	Direct Reports: Yes

PURPOSE

Lead the management of the two Prime Burger Restaurants and the operations at ExCeL. Maintaining the brand standard of fresh quality food served within 8 minutes.

Achieve year on year sales and profit growth targets via training the team to deliver great customer service in a fast-paced environment.

Effectively manage labour spend targets and food and beverage cost of goods, drive profitable revenue and efficiently manage all health and safety related matters.

Maintaining a highly motivated and skilled restaurant team through talent development and effective leadership, proactively lead on the recruitment of the restaurant team.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Take ownership and accountability for the operational delivery of all aspects of the business at Prime Burger, St Pancras & Euston, as well as the operation at ExCeL. To include ownership and accountability for the P&L, people, procurement, culinary, and the restaurant offer.
- To ensure all food produced is to specification or recipe and consistently of high quality and presentation with a focus on operational excellence across all day parts. To be proactive when dealing with quality or customer service-related issues raised by colleagues/customers.
- To manage the team of chefs, KPs, supervisors and customer service assistants to a high standard of professionalism and performance ensuring the delivery of all business KPI's, personal objectives & goals. You will achieve this by closely working with all team members in actively setting goals and objectives for your team using Delaware North's appraisal system, Performance Hub.
- To work with the team to improve sales, customer satisfaction whilst maintaining and monitoring profit projections, focusing on cost of goods, waste, labour budgets, speed of service and quality of product consistently.
- Maintain an excellent client relationship in the true spirit of partnership, to ensure that Delaware North's objectives are aligned to those of our client.
- To ensure that all company cash and stock is kept secure and all team members adhere to Delaware North's cash handling policy at all times. Investigate stock or cash irregularities as and when required and implement change process to address any issues.

- To ensure that all company financial and legislative administration is completed to a high standard and in line with company and local authority policy, procedure and guidelines. Complete the weekly operations report (WOR) in a timely manner, providing commentary on business performance and actions that are to be taken.
- Be aware of and adhere to legal and company regulations relating to the following areas:
 - Health & Safety at Work
 - Food Hygiene - Fire Regulations
 - Licensing Law and responsible service of alcohol - Sales of Goods / Trading Standards - COSHH - Employment Law and general working rules and regulations.
- Network Rail – High Speed 1 ID pass holder responsibilities.

PERFORMANCE MEASURES

- Adhering to all Health, Safety, Hygiene, Security and Environment policies and procedures of Delaware North, the site client as well as all local authorities or governing bodies.
- Proactive management of specifications, recipes to demonstrate consistency, quality and value for money for customers and client as well as consistent approach to speed of service.
- Proactive management of the total team structure to perform to a consistent level whilst motivating and delegating to support achievement of objectives and goals both business and personal.

JOB CONTRIBUTION & PROFESSIONAL COMPETENCIES

General Scope:

- Manages service/ support, professional associates, supervisors and/or assistant managers.
- Is accountable for the performance and results of a team.
- Adapts departmental plans and priorities to address resource and operational challenges.
- Decisions are guided by policies, resources and business plan; receives moderate guidance from manager.
- Provides subject matter guidance to associates, colleagues and/or customers.

Functional Knowledge

- Requires a comprehensive understanding of internal and industry standards and principles.

Business Expertise

- Integrates industry best practices in own area to achieve objectives.

Leadership

- Manages generally homogeneous teams of professional level or below; adapts plans and sets priorities to meet service and/or operational challenges.

Problem Solving

- Identifies and resolves moderately complex business problems.

Impact

- Impacts the level of service and the team's ability to meet quality, volume and timeliness of objectives. Guided by department policies, resource requirements, budgets and the business plan.

Interpersonal Skills

- Guides, influences and persuades others internally and/or externally.

Talent Development

- Understands self and associates' strengths, weaknesses, and interdependencies; creates development and learning opportunities to support development plans.

Collaboration & Teamwork

- Ensures that the purpose, integrity, and importance of the team are clarified; guides the setting and execution of specific and measurable team goals and objectives.

Championing Guest Needs

- Utilises systems, processes, and procedures that ensure positive guest experiences.

Innovation

- Encourages and values innovative ideas, perceptions and suggestions; seeks out others to foster an innovative work environment.

Action Management

- Develops and implements business goals while remaining flexible in responding to unexpected or day-to-day changes.

DESIRED EXPERIENCE & REQUIRED FUNCTIONAL EXPERTISE

Education Requirement: A'Levels

AND/OR

Total years' experience: 5 – 7

Years of Management experience:0-1

Essential Experience:

- A people person with a passion for excellent & consistent service delivery.
- Effective complaint handling/problem solving skills.
- Minimum of one year's hospitality experience in a supervisory role or in a high-volume retail catering site.
- Sales focused individual.
- Health & Safety evaluation and risk assessment.
- Food Hygiene certification Level 2 as a minimum (Level 3 training provided if required).
- Excellent communication skills.
- Adept computer software skills.
- Passionate about customer service

Desirable Experience

- Multisite management experience in a similar environment

Your normal place of work is location based.

You will have a home location, but you may be asked to work across the business in line with business needs.

All aspects of Government advice regarding safe working environments will be adhered to, including:

- COVID-19 risk assessment completed.
- Cleaning, handwashing and hygiene procedures adopted.
- Comprehensive working from home policies.
- social distancing measures adopted.
- Transmission risk measures adopted.