



Job Description – Manager

Reports to: Operations Director
Responsible for: all other staff

The Manager is responsible for the commercial success of a pub or bar. They must adapt to ensure that the pub is profitable, pleasant and safe, and that it is run in accordance with the law; ethical guidelines and the philosophy of the business.

Main duties include front-of-house work, customer interface, staff recruitment and training, marketing, accounting and stock control. The role requires strong management, commercial and practical skills.

The Manager must hold a personal licence.

Specific Duties

- interacting with customers (including serving food and drink) and ensuring that high standards of customer service are maintained;
- taking responsibility for pub safety and security, including recruiting and managing security staff when required;
- overseeing compliance with health and safety regulations at all times in the pub, kitchen and other areas;
- organising and advertising events such as live music, comedy acts, quiz and karaoke nights, themed drinks and food promotions and discos, which may involve researching and recruiting talent;
- running promotional campaigns to market house products and events;
- working closely with the chef to coordinate the food and drink offer in line with the philosophy of the business;
- collecting and acting on customer feedback to improve the overall running of the business;
- promoting the business using various social media promotions, including a dedicated website, Facebook, Instagram and Twitter;
- undertaking regular stock checks, placing orders with and receiving goods from suppliers and restocking;
- ensuring regular maintenance of the premises, including cleaning and repairs;
- recruiting, training and managing staff, including leading meetings to update and motivate staff;
- monitoring profitability and performance to ensure sales targets are met or exceeded;
- meeting weekly with the Operations Director to assess pub performance and set sales and expenditure targets;
- ensuring that the pub adheres to various legal frameworks;
- maintaining relations with members of the local community, the police and liquor licensing authorities.