

Assistant Manager

Reporting to: General Manager/Managing Director



Key areas of responsibility:

- A senior member of the team, creating and upholding excellent standards of product, presentation and service across all areas of the store.
- Playing a key role in the efficient and secure operation of the store.
- Helping to lead and develop the team.
- Helping to generate new ideas and drive the business forward by improving efficiency, sales and margins.

The role includes:

- Prime responsibility for the day to day running of the main retail and café sections; also overseeing and co-ordinating the smooth operation of the other sections – fishmonger, butchery, deli and kitchen, which have their own section heads.
- Managing, training, mentoring, motivating and monitoring the team.
- Ensuring each shift runs smoothly and professionally.
- Producing and communicating rotas for approx. 30 staff, ensuring the required skills are in place at all times and costs are within agreed limits.
- Ensuring time recording is accurate and to the agreed standard. Collating and checking hours at the end of each pay period.
- Maintaining safe, hygienic, secure and effective procedures and standards to comply with all current legislation and company policies and protect customers, staff and stock. Communicating these standards effectively to the team and ensuring they are met.
- Managing stock to ensure a comprehensive range and correct volume of quality products is available at all times to meet customer expectations and achieve sales and waste targets. This includes ordering, stock rotation, recording and monitoring, in liaison with section managers.
- Ensuring deliveries are managed, coordinated and checked, the correct products received, handled, stored and displayed appropriately, and an audit trail maintained for scrutiny.
- Ensuring all areas are clean and presented to the highest standard, using effective merchandising techniques to drive sales and create good customer flow and service.
- Managing customer relationships, building loyalty and dealing with enquiries and complaints.
- Monitoring for theft and fraud and dealing with incidents that might arise.
- Maintaining up to date knowledge of all relevant legislation and best practice.
- Using the store's EPOS and other systems/software to produce management reports.
- Acting as Duty Manager/keyholder on a rota basis with other senior managers.
- Deputising for the General Manager/Managing Director.

Key skills and qualities required:

- Leadership qualities and experience of managing and training people in a service-led environment.
- Retail and preferably hospitality experience, including use of front and back ends of EPOS systems.
- Experience of managing budgets and costs.
- Ability to multi-task and juggle conflicting priorities.

- Understanding of Cornwall, its food and its food industry.
- Knowledge of food hygiene and safe working practices.
- Articulate, with strong written and verbal communication skills.
- Numerate, with experience of cash-handling and reconciliation and data analysis.
- Highly proficient in Microsoft Office applications including Excel.
- Physical ability to stand for long periods and manoeuvre heavy loads.
- Adaptable, flexible, organised, pragmatic, proactive and unflappable personality. Agile, with capacity to ramp things up a notch when necessary.

What the right candidate can expect from the job:

- The opportunity to work for a highly reputable, award-winning, dynamic Cornish brand and to be part of a pioneering business.
- The opportunity to work among a strong and committed team and with our many talented suppliers and loyal customers.
- Fast-paced, varied and rewarding work.
- A chance to contribute ideas within a nimble enterprise that adapts and evolves swiftly and imaginatively.
- The chance to hone and extend skills and progress a career.

Hours, pay and benefits:

- 37.5-40 hours a week. The job-holder will need ordinarily to be able to work any day of the week, including weekends, with hours rota'd between 7am and 8pm as required. This is an absolute essential.
- Shift patterns can vary between 7 and 12 hours and there is an element of flexibility from week to week and day to day. Longer shifts are generally compensated by more time off in the same week.
- Staff discount, parking, uniform.
- Salary up to £30k, depending on experience.

What to do next:

If you think you have the right skills and qualities and would like to apply, please email Ruth Huxley, Managing Director: ruth@greatcornishfood.co.uk, with the following:

- An up-to-date CV of no more than 2 sides of A4 at min point 10 font size. If you include more pages, only the first two sides will be read.
- A covering email of no more than 200 words explaining why you would like this job and why you feel you would be a good candidate.
- Current salary and notice period/available start date; if unemployed, most recent salary.
- Current address.

Applications close at 5pm on Wednesday January 24th 2018.