

THE ANGEL INN

ASSISTANT MANAGER (HOSPITALITY)

About The Role

Our Assistant Manager (Hospitality) will effectively manage all Food & Beverage and accommodation services associated with the business, initially, focusing on The Angel Inn and Ryde House and other accommodation as and when this becomes available for booking. You will play a pivotal role in ensuring that our Food & Beverage and accommodation exceeds guests' expectations focusing on creating a friendly and professional dining experience and a warm, inviting, and clean place to stay.

About Petworth Places

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

Established in 2010, the group comprises a multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E Street Bar & Grill, and The Angel Inn (with seven upmarket guest rooms). The group also includes Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Responsibilities

The Assistant Manager (Hospitality) will be responsible for:

- Work with and support the General Manager in the effective running of business.
- Deputise in the absence of the General Manager.
- Successfully manage day to day management of the Restaurant/Bar.
- Ensure all Health & Safety standards are met.
- Running a well organised, creatively challenging, spotlessly clean, happy working environment where all employees know their value and objective for that hour, day, week, month, and year ahead through clear, concise, and calm communication.
- Ensure that all recruitment and internal promotions are carried out by assessing all candidates against established specifications and job criteria and adhering to company procedure.
- Ensure that all new employees are trained according to company standards.
- Ensure that all legislative training is completed within the required time scale and recorded legitimately in the employees training records.
- Plan and support all employees with on-the-job training.
- Champion internal promotions and incentives.
- Ensure good communication with all employees by planning and holding employee meetings; manage employees on shift through effective shift meetings.
- Always use consistent practices when managing employees by giving relevant and appropriate feedback.
- Ensure that the management of employees is done in an open and approachable manner that

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maximises employee's retention.

- Ensure employees comply with all legislation regarding Health & Safety, fire safety, and hygiene standards always.

Guest Awareness

- Understand who the guests are, and their expectations and needs, always adopting a hands on and approachable on the floor service ethic.
- Seek and action guest feedback at all opportunities; effectively deal with and learn from complaints.
- Implement correct company standards, monitor, and drive for continuous improvement.
- Project a positive, professional, and friendly image to the guests and employees.
- Ensure guests are welcomed in a timely manner and treated with respectful manner.
- Ensure guests' rooms are prepared to a high standard and ready for check-in when guests arrive.
- Ensure guests are shown their room, and that the hotel and surrounding areas are explained to the guests in a positive and welcoming manner, always taking the opportunity to highlight the restaurant and our business brand as options for incremental sales.
- Ensure guests' needs and requests are dealt with efficiently and in a timely manner.
- Ensure guests are checked out promptly and efficiently.

Health & Safety and Quality Assurance

- Keep hygiene standards and health & safety as the core discipline in the workplace and adhere to all legislative requirements.
- Ensure a safe workplace by identifying hazards and taking corrective action.
- Maintain and improve where necessary all systems that are auditable by external bodies, achieving and maintaining the highest grades.
- Ensure strict adherence to manufacturers' instructions for safe use of all equipment and understand any risks involved in operating machinery and other equipment. Request training from superiors for any new equipment.
- Instruct employees on specific safe work practices (use of cleaning materials, manual handling and cleaning up after spills, etc.).

Revenue Improvement

- Ensure rooms are marketed to attract guests.
- Identify market needs and trends.
- Ensure guests have an experience that will inspire them share with their friends / family and to return.

Financial Management

- Achieve and exceed budget targets.
- Ensure that strict cost control measures are adhered to, without compromising guest experience or standards.
- Write employees rotas in line with business levels and appropriately control employees' costs.
- Instruct employees on proper equipment storage and handling to minimise breakage and waste and misuse of disposables.

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Building & Maintenance

- Highlight any issues seen on a day-to-day basis.
- Take immediate remedial action on anything deemed to be a safety or security risk to the business.
- Report faults with any equipment to the appropriate person in a timely manner.
- Ensure work areas are safe and kept free from clutter.
- Be responsible, along with colleagues, for the security of the building.

Marketing

- Participate fully in any promotions and marketing projects where required.

Communication

- Attend meetings when required and participate fully.
- Communicate with managers and colleagues in a comprehensive manner.
- Be receptive to and positive about employees' ideas and guest feedback.

This document is not intended to be an exhaustive list, and additional responsibilities may be required as the Senior Management team continually develops and grows the business and the Company as a whole.

Experience and Qualifications

The successful candidate will possess the following:

Education, Experience and Licensing Requirements -

- A minimum of 2 years in a similar role in a hospitality establishment
- A personal liquor licence (preferred but not essential)
- An eye for detail
- The ability to execute high standards of cleanliness through development and follow up
- A good command of oral and written English
- Strong computer skills: word, excel and external programs (TripAdvisor, Booking.com, etc)

Desired Qualifications / Skills -

- A strong desire to give a fantastic guest experience
- The willingness to adapt to differing situations
- The ability to remain calm under pressure

Core Competencies

Accountability

Demonstrates and communicates a high level of ownership and commitment to achieving results, accepts responsibility for behaviour and job-related tasks and establishes an agreement on how success will be measured.

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Communication

Listens, speaks and writes clearly and concisely; provides useful and timely information to people by choosing the most appropriate method of communication and tailoring the message for the intended audience.

Client Service Orientation

Establishes mutual expectations with clients to ensure satisfaction, going above and beyond to help build a strong relationship. Shows care and timeliness when dealing with client requests; is keen to offer assistance before a request is created.

Planning

Uses effective methods to determine priorities, set goals and create plans. This includes the ability to organise oneself to complete routine tasks and prepare daily, weekly and monthly plans. Is able to establish priorities based on knowledge of the organisation.

Problem Solving

Takes a systematic approach to solving problems rather than reacting to symptoms. Recognises problems quickly and uses good judgment, common sense and past experience and knowledge to act appropriately and efficiently.

Technical Savvy

Shows an understanding of relevant technical products, programs, and their application; stays up to date on current trends and events relating to technology, and understands general business application of IT.

Other Important Traits

Just as important as the technical requirements of the job are the less tangible elements that will help the right candidate achieve outstanding results:

- Passion for food, quality ingredients, and travel.
- Interest in heritage, culture, craftsmanship, and artisanal excellence.
- Leadership and demonstrable teamwork skills.
- Friendly and accommodating manner, with excellent interpersonal, written and oral communication skills.
- A good balance between strategic planning and hands-on delivery.
- Creative 'outside of the box' thinking.
- Ability to influence at a senior level to secure strategic partnerships.
- Diplomacy to have difficult conversations as needed.

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Key Relationships

Internal: CEO, General Manager, Finance, Marketing, HR, Assistant Managers, Group Development Chefs, Business Location Managers

Direct Reports: Housekeeping team

External: Industry Partners, Guests, local business partners

We Offer

- Competitive market rate salary plus share of gratuities and service charges (TRONC)
- Staff discounts at all group outlets
- Complimentary meal during shift (for shifts in excess of 7 hours)
- Free admission to Gallery exhibitions for employees
- Discounted membership to Newlands House Gallery
- Holiday entitlement of 28 days per annum including Bank Holidays (for full time roles).
- Learning and development opportunities

Location: Petworth, West Sussex

Employment Type: Permanent, Full Time

Hours: 45 hours per week, 5 out of 7 days

Salary: £28,875k per annum

To Apply:

Please send your CV and cover letter to recruitment@petworthplaces.com