

Role Title:	PUNCH BOWL INN ASSISTANT MANAGER
Reporting to:	PUB MANAGER
Role Description:	As Assistant Manager, you will support the Pub Manager in managing the pub team and business ensuring the pub is run efficiently and the customer has the best possible experience. You will create a warm and welcoming environment for locals and visitors alike, making sure The Punch Bowl Inn and Café thrives as a community hub.
Key Responsibilities:	• Support the Pub Manager with the day-to-day management of the bar, restaurant area, café, letting rooms and its operations • Support with the management and motivation of the front-of-house team, ensuring consistently high service standards • Monitor stock control, ordering and cellar management • Deputise for the Pub Manager in their absence • Optimise functionality and reporting from the EPOS system • Adhere to health & safety regulations within the workplace, and ensure that all staff/volunteers do likewise • Support the Pub Manager with the promotion and publicity of The Punch Bowl, through local and social media to build the pub's profile in the community, working closely with the management committee, ensuring discuss and agree activities that will be undertaken. • Co-ordinate publicity campaigns and promotions to attract customers, reporting back to the management committee on the success of all campaigns • Ensure that marketing efforts align with the society's values and objectives • Point of contact for Customer Queries and Complaints • Undertake administrative tasks efficiently and effectively
Management of Staff:	• Support the Pub Manager with the training and development of staff and volunteers, including regular health & safety training (records to be kept) • Assist with rotas, recruitment, onboarding and staff training • Prepare and monitor staff rotas to meet business needs, ensuring adequate cover at all times • Ensure that all staff are made fully aware of all forthcoming events, promotions and menu changes • Support the Pub Manager in actively managing the day to day performance and attendance of all staff members including volunteers, ensuring they are punctual and that their duties are carried out to a high standard
Operational Responsibilities:	• Ensure that all invoices are carefully checked against delivery notes and any anomalies resolved with the supplier before releasing to the Treasurer for payment • Adhere to stock-control procedures and ensure that all staff do likewise • Ensure that the agreed opening and closing procedures are completed in accordance with the checklists, policies and procedures • Abide by staff rules as outlined in the Punch Bowl Handbook, also ensuring all staff & volunteers do likewise
Physical Demands	• Some lifting & carrying of materials may be required • Work in all areas of the operation including moving, handling of stock, cellar management etc
Personal specification	ESSENTIAL • Must possess strong organisational and communication skills, combined with energy and determination to achieve high standards of service • Must be welcoming, approachable, with a cheery disposition • Must be flexible & hardworking • Must be people focused/ able to build relationships • Experience using EPOS systems and/or other cloud based applications • Able to work effectively as part of a team • Be community minded – understanding the need to provide a broad service to the community, re-establishing The Punch Bowl as a fantastic, traditional community hub

	DESIRABLE • NVQ in hospitality/Customer Care, Food Hygiene, Beer & Cellar Management and First Aid • Take interest in the latest technology and how it could benefit the business
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- *Note: This job description currently reflects the duties required by the business. This list should not be regarded as exclusive or exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities within their role*

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