

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	General Manager - HEAT	Post Number:	CS1075P
Daily Supervision:	TBC	Grade:	Management 0 – 3
Department:	International & Commercial (Business Development).	Last Updated:	June 2022

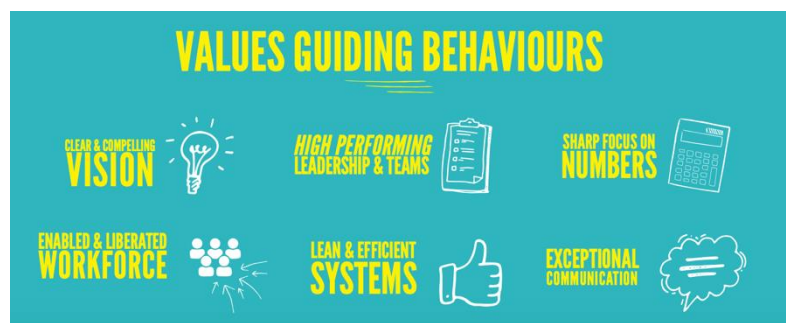
Our Vision:

To be an extraordinary organisation whose talented students, staff, governors and alumni ensure that it adds recognised social and economic value to its local communities by providing high quality education and training and making people exceptionally well prepared for work, potentially via higher education.

Our Mission:

Employer-led; producing a highly skilled and productive local workforce.

Our Cornerstones of Success & Values Guiding Behaviours:



Job Purpose:

We are recruiting for an experienced General Manager for our location in Lincoln, managing a popular, established restaurant plus small B&B capacity.

The ideal candidate has a passion for food and beverage, a genuine ability to connect with guests and staff alike and, as a natural leader, you are responsible for maintaining the highest levels of hospitality while leading service on the floor. The General Manager will be the leader of the business, building incredible teams, providing guests with memorable experiences and pushing the restaurant forward to its highest potential. Charm and enthusiasm are a must.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Providing outstanding customer service to all guests and visitors, ensuring everyone has the best experience.
2. Being responsible for customer feedback and resolving issues.
3. Ensuring that budgets are met (including overall sales and revenue targets) and aid in all financial budgeting operations to maximize profitability.
4. Overseeing the efficient operation of the restaurant and hospitality/housekeeping teams.
5. Being responsible for ensuring superior marketing of the restaurant and B&B operations.
6. Producing weekly rotas and accurate timesheets.
7. Managing all aspects of staff management, development, recruitment and appraisals.
8. Ordering of stock and hotel inventories.
9. Being the senior responsible member of staff, accountable for Health and Safety/Food Hygiene.
10. Co-ordinating building maintenance checks, risk assessments and fire safety.
11. Creating innovative programs and promotions that drive revenue through increased guest patronage.
12. Providing day to day leadership driving the business strategy in all areas of the operation.
13. Attending meetings and reporting on operations with associated staff members.
14. Being responsible for safeguarding and promotion of the welfare of children, wherever applicable within the role.
15. Being responsible for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.



PERSON SPECIFICATION

	Knowledge	PSM
1	Knowledge of customer service best practice. Understanding of the customer journey.	A/I
2	Knowledge and understanding of budgets, revenue and financial planning.	A/I
3	Knowledge of the Health and Safety and Food Hygiene requirements and how to apply them, e.g. government regulations and health codes, such as Food Safety and Alcohol Awareness, Alcohol Certification.	A/I

	Skills/Abilities – Interpersonal	PSM
4	Outstanding customer focus – ability to demonstrate exceptional guest service.	A/I
5	Effective communication skills, and ability to cooperate/assist other departments at all levels when necessary.	A/I
6	Ability and willingness to be hands-on with the day to day operations of the restaurant, including ensuring staff awareness of all relevant company policies.	A/I
7	Ability to develop a team, including managing, motivating and inspiring a team under pressure.	A/I
8	You will be creative and use your own ideas to drive the business forward.	A/I
9	A high level of written and spoken English is essential.	A/I
10	Ability to undertake any other duties as and when required by Senior Management.	A/I

	Experience	PSM
11	Experience as an Assistant General Manager/Supervisor in a restaurant business.	A/I
12	Experience managing front of house, hospitality and catering teams.	A/I
13	Experience managing operational budgets.	A/I
14	Experience of a booking platform desired, but not essential.	A/I

	Work Related Circumstances	PSM
15	The ability and willingness to undertake relevant staff development.	A/I
16	The ability and willingness to work flexibly and occasionally work additional hours/days.	A/I

	Skills/Abilities - Other	PSM
17	Personal Licence holder preferred, but not essential.	A/I
18	The ability to work quickly and in an organised manner.	A/I
19	Appropriate level of IT skills to undertake relevant duties outlines.	A/I
20	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I

Prepared By:	Lauren Harvey (Business Solutions Architect)
Date:	May 2022

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test