The Lincoln College Group

LINCOLN COLLEGE GROUP

JOB DESCRIPTION

JOB TITLE & NUMBER

CS1511P: General Manager – The Old Bakery

SALARY	GRADE	HOURS
£41,714 - £44,255 per annum	CSS Scale 10	37.5

REPORTING TO

Commercial Operations Manager

DEPARTMENT

The Old Bakery

LOCATION

The Old Bakery

BE READY...

disability confident EMPLOYER | MINDFUL EMPLOYER | Happy to talk Flexible Working | EMPLOYER RECOGNITION SCHEME GOLD AWARD | GOLD AWARD WINNER 2025 | AoC Mental Health Charter | You Matter

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Job Purpose:

We are recruiting for an experienced General Manager for The Old Bakery. 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, therefore, charm and enthusiasm are a must.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Take overall responsibility and accountability for the successful day-to-day operation of The Old Bakery, covering restaurant, bar and B&B activities.
2. Take ownership of the financial and commercial performance of The Old Bakery, ensuring agreed budgets, revenue targets and profitability objectives are achieved.
3. Lead and coordinate all operational functions, ensuring the restaurant, kitchen and accommodation teams work collaboratively and effectively.
4. Develop and deliver plans to grow sales, increase customer footfall, maximise occupancy and improve average customer spend.
5. Control and improve financial performance, including revenue, gross profit, labour costs, stock control and operating expenditure.
6. Directly manage, support and hold the Head Chef accountable for kitchen performance, food quality, food costs and the delivery of the agreed food offer.
7. Ensure effective stock management, purchasing, ordering and inventory control across the restaurant and accommodation operations.
8. Champion an exceptional customer experience, ensuring consistently high standards of hospitality, service and presentation, developing a warm, welcoming environment.
9. Monitor customer satisfaction, online reviews and reputation, taking action to continually improve the guest experience.
10. Promote a positive working environment that supports staff engagement, retention and progression.
11. Take responsibility for the effective operation and commercial performance of the B&B accommodation.
12. Take responsibility for recruitment, induction, training, development, performance management and staff appraisals.
13. Ensure the restaurant's food, drink and service offer remains relevant, exciting and competitive.
14. Take overall operational responsibility for ensuring compliance with all relevant Health and Safety, Food Safety, Food Hygiene, licensing and other statutory requirements.
15. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
16. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
17. To maintain quality standards, appropriate to the post.
18. To conform with the Health and Safety requirements relevant to the post.
19. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

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, and 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	Ability to develop a team, including managing, motivating and inspiring a team under pressure.	A/I
6	You will be creative and use your own ideas to drive the business forward.	A/I
7	Effective communication skills, and ability to cooperate/assist other departments at all levels when necessary.	A/I

	Experience	PSM
8	Experience as a General Manager in a restaurant business.	A
9	Experience managing front of house, hospitality, and catering teams.	A
10	Experience managing operational budgets.	A/I
11	Experience of a booking platform desired, but not essential.	A/I

	Work Related Circumstances	PSM
12	Ability and willingness to undertake relevant professional development to maintain up-to-date knowledge of legislation and best practice.	A/I
13	Ability and willingness to work flexibly.	A/I

	Skills/Abilities - Other	PSM
14	Demonstrates a proactive commitment to safeguarding by recognising concerns, taking appropriate action and following procedures to protect and promote the welfare of children and young people.	A/I
15	Ability to actively promote equality, diversity and inclusion across all aspects of the role.	A/I

Prepared By:	Mark Taylor – Director of Business Development & Partnerships
Date:	November 2026

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

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *Be Ready...*

REALISE ASPIRATIONS; SHAPE FUTURES; SERVE OUR COMMUNITIES.

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because You Matter.

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with...

Community

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

Accountability

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

Respect

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

Excellence

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:



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