

Job Description - Assistant Manager

Date:	February 2023
Job title:	Assistant Manager, Social
Reporting to:	General Manager, Social
Line Managing	FOH Staff, Supervisors
Location:	Social, Copeland Park and occasionally Beckenham Place Mansion, Beckenham
Salary	£26,000 - £28,000 + TRONC per annum pro rata based on 45 hour week, mix of working hours Monday-Sunday, daytime and evenings.
Holidays	Pro rata based on 28 days per annum FTE including bank holidays

Overview:	Copeland Enterprises Ltd is the food and beverage arm of Copeland, a cultural place making and workspace provider. We have two sites that supply food and beverage and are looking for an individual to support the management of Social, our bar and restaurant at Copeland Park, Peckham.
Objective:	<p>As Assistant Manager you will be responsible for making Social the hospitality hub of the bustling Copeland Park complex.</p> <p>You will assist the General Manager in all aspects of the day to day running of the venue, placing orders, managing cash ups, running busy high volume services as well as recruiting and regularly training staff in front and back of house roles.</p> <p>You will assist with implementing entirely new offerings, service, events and promotions at Social and to evolve the site and its standards continuously.</p> <p>You will be overseeing supervisors and bar staff for general day to day operations.</p>
Key accountabilities:	<p>You will work under the guidance of Social's General Manager covering many of the following responsibilities:-</p> <p><u>Staffing</u></p> <ul style="list-style-type: none"> ○ Organise and adjust staff rotas and schedules in accordance with available resources. ○ Delegate duties and tasks to bar staff to meet objectives and maximise resources. ○ Ensure adherence to cash management procedures by staff.

	<p><u>Events and procedures</u></p> <ul style="list-style-type: none"> ○ Ensure licences are updated and in line with current legislation. ○ Ensure customer complaints are responded to promptly. ○ Follow up incoming enquiries and convert them into bookings. ○ Liaise with clients on bespoke events, programming events when appropriate. ○ Promote and practice compliance with fire, health, safety and hygiene standards and regulations. ○ Develop private hire and wedding packages revenue streams. ○ Working with associated partner businesses to maximise sales and brand visibility on event days. <p><u>Stock and cleanliness</u></p> <ul style="list-style-type: none"> ○ Set and monitor quality and service standards to staff to meet objectives including stock management, cleanliness, bar offering, presentation and service. ○ Monitor and order bar supplies liaising with sales representatives. ○ Oversee all deliveries are checked-in correctly and documented. ○ Ensure litter picking/glass collecting process is adhered to.
<p>Individuals you will be working with:</p>	<p>Copeland HQ office (Directors, Accounts, Admin, Events, Marketing) Copeland Enterprises Social's General Manager and other Copeland Enterprises staff.</p>
<p>Education & experience:</p>	<ul style="list-style-type: none"> ○ Previous experience in bar management essential ○ Excellent customer relations ○ Previous use of electronic stock and till systems ○ Alcohol licence holder ○ Fire/First Aid trained
<p>Person specification and Key Skills:</p>	<ul style="list-style-type: none"> ○ A people person ○ Willingness to work a mix of days/nights/weekends/holidays ○ Hard working, driven individual with creative innovative ideas ○ Local knowledge of Peckham and South East London. ○ Worked within the creative/cultural industries ○ A team leader who has an openness to rolling up their sleeves and pitching in from time to time on non-designated areas of the business ○ Well experienced in: <ul style="list-style-type: none"> ○ Event management ○ Financial management and budgeting skills ○ Social Media ○ Google Workspace