



ASSISTANT MANAGER – £23,000 (pro rata) + £1,000 6 monthly bonus + tips. April to September with the possibility of an extension.

#### THE ROLE

To support the Restaurant Operations Manager with hands on responsibility for the effective day to day running of the restaurant and the implementation, evolution and on-going improvement of excellent standards and profitability.

To act as a role model for staff and an ambassador for The Oyster Shack, reflecting The Shack's unique culture, positive approach and belief in consistently delivering only the very best, therefore exceeding both customer and team expectations.

To support the values-based culture of excellence, teamwork and no compromise. Your enthusiasm and commitment encourages a positive team spirit, loyalty and passion for The Oyster Shack in others.

To work alongside the Head Chef and Restaurant Operations Manager as an integral part of the floor management rota on a day-to-day basis. When working solely, to manage the team making decisions on matters of importance.

To keep the Restaurant Operations Manager promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.

Most importantly the ability to have fun, inspire and spread your passion in food, drink and service to deliver outstanding results.

#### THE RESPONSIBILITIES:

- To protect and positively promote the reputation of The Oyster Shack through building strong and lasting relationships with customers, always be receptive to the varied needs of your customers and building on the heritage and loyal following of the restaurant its local area.
- To act as a mentor for your of house team to ensure that they are developing and delivering in their roles.
- To build an excellent relationship with the Restaurant Operations Manager, building strong lines of communications to support the development of the business.
- To build a strong relationship with the Head Chef, allowing strong communications between front of house and the kitchen to aid with developments and working together to build a team focused environment based on mutual respect, without divide.
- To identify and maximise all sales opportunities, delivering agreed sales and volume targets, making decisions based on the commercial implications.
- To demonstrate and coach in others The Oyster Shack ethos by ensuring the restaurant operation before, during and after service, consistently meets our high standards. This should include an inspirational, engaging pre-shift meeting, ensuring thorough understanding of the changing "daily menu", delivered consistently on every shift.
- To monitor the quality and consistency of performance during service in all areas of the restaurant through observation, attention to detail and well-balanced interaction with both staff and customers.
- Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
- Initiative, coupled with a sense of competitive drive, and the ability to stay focused on results despite changing conditions.
- Due to seasonal environmental and organisational conditions changing rapidly, the work involves innovation and creativity in generating ideas for quick response. Decision-making is focused on implementing practical, innovative, timely solutions.
- Work closely alongside the Restaurant Manager and Marketing Manager to continually develop new marketing ideas to push sales and identify opportunities to promote the restaurant in line with the ethos of the business

#### SKILLS REQUIRED

##### Pace and Variety of Activities

- Multi-tasking
- Fast-paced constantly changing environment

##### Focus

- Results focus
- Idea generation, innovative and problem solving
- Rapport and relationship building focused on achieving results
- Engage commitment of others

##### Decision-Making

- Problem solving orientation
- Risk taking
- Action-oriented and somewhat collaborative decision-making
- Quick decision making in response to changing conditions

##### Communication and Collaboration

- Confident, enthusiastic, persuasive
- Influences, stimulates others to action
- Collaboration focused on results

##### Delegation and Leadership Style

- Authoritative leadership based on expertise, knowledge of systems
- Motivational, inspiring leadership to assure business results are achieved
- Delegation of details as necessary, with follow up on timeliness and quality
- Accountability for results

##### People

- Develop a service-obsessed team
- Recognise development needs within the team and report to Restaurant Manager
- Manage team performance effectively, reward and recognise great performance
- Enable the team to deliver

##### Service

- Understand the link and grow sales through excellent customer service
- Engage with all customers
- Drive service through role modelling
- Remove any obstacles to service delivery

##### Operation

- Communicate the customer offer
- Review and react to any change in the business
- Maintain a safe and legal business
- Strong competitor awareness and analysis

##### Image

- Maintain and develop restaurant image, including restaurant cleanliness, décor, staff uniforms and appearance, and overall standards.

#### REPORTING AND LINE MANAGEMENT:

- Report to the Restaurant Operations Manager directly, providing update reports weekly followed by Monday morning meetings to review.
- Lead a team of up to 12 Front of House team on a rota system with a maximum of 8 team members to directly manage on one shift.

#### PERSONAL REQUIREMENTS:

- Excellent verbal, communication and written English skills.
- Personal license preferred.
- Valid UK driving license due to restaurant location.
- Strong knowledge of computers (MS Word, Office, Excel).
- Good knowledge of EPOS systems
- First Aid certification preferred
- Good understanding of Health & Safety
- Friendly, positive personality.
- Strong belief in one team ethics.