



JOB DESCRIPTION

Job Title: Assistant Manager

Hours: 44 hours per week

Location: North Bar Harrogate, HG1 1DA

Reporting to: General Manager

Salary: From £22,900, dependent on experience

Updated: October 2021

We are looking for an experienced and enthusiastic Assistant Manager to join our management team here at North Bar Ltd. This is an amazing opportunity for an experienced individual who loves providing quality products and service in an inclusive and welcoming environment. You need to be a well organised, driven, creative individual with strong communication and leadership qualities and a natural ability to get the best out of a team and sell great drinks!

North Bar Harrogate opened in February 2016 and is spread across 2 levels. It also offers ample space for functions and events so event experience would be great in helping you to run this venue successfully along with your team.

North offers a wide variety of staff benefits including 33 days holiday for management, a week of life leave separate from regular annual leave, a generous pension scheme, 2 weeks paid sick leave, an active staff Wellbeing Team to help support every member of North and a Health Cash Plan where you can claim for multiple health costs such as prescriptions, medical treatment etc...

Below is an outline of the tasks associated with this role, it is a non-exhaustive list:

Your day to day duties will vary, with various amounts of 'firefighting', this list is inclusive of but not limited to:

- Assisting the Manager in recruiting, training and managing staff
- Liaising with customers (including serving food and drink);
- Attending regular meetings to update and motivate staff
- Ensuring that high standards of customer service are maintained at all times;
- Stock management and occasional product ordering
- Responding positively to customer enquiries in every format (email, telephone etc), and building up a database of customers
- Running promotion campaigns to market new products, events and services



- Identifying opportunities and areas to improve and develop the services and facilities the venues have to offer
- Meeting revenue targets agreed with the directors for the venue
- Liaising with managers and staff at all of our venues as appropriate to ensure smooth operation.

ESSENTIAL:

- Excellent communication skills, spoken, written and verbal
- Management skills and experience
- Highly organised and effective time management
- Leader and motivator
- Happy, sociable with a natural tendency towards being hospitable/attentive
- Experience in sales
- Working knowledge of using social media platforms
- Broad beer knowledge
- A desire to learn and share knowledge
- Computer literate including at least a basic working knowledge of Microsoft Word & Excel

DESIRABLE:

- Licensee/personal license holder
- Broad spirits and wine knowledge
- Barista skills
- An understanding of GP, management accounts/P&Ls, stock, etc
- Health & Safety knowledge
- Foody hygiene certification
- Basic working knowledge of Wordpress
- Hold clean UK driving license

What we can offer you beyond a salary

- 33 days annual leave (including 8 bank holidays)
- Compassionate leave separate from your annual leave allocation
- 1 week 'life leave' – this is in addition to your annual leave and covers events that you might usually eat into your allowance for e.g. moving house
- 2 weeks company sick pay
- Access to our Wellbeing Team
- Generous parental leave
- Staff discount on drinks and sustainably sourced merchandise
- Access to the staff Health Cash Plan. This allows staff to claim money towards prescriptions, dental care, contact lenses etc.
- Cycle Scheme and Tech Scheme



- **Training and development opportunities**
- **An opportunity to work in a friendly, ambitious team at one of the UK's leading, and fastest growing, Independent Craft Brewers.**
- **The opportunity to learn about a variety of duties in a small and inclusive company. We get stuck in!**
- **Job security - as we continue to grow our brewery operation, we get busier and busier.**