



## **JOB DESCRIPTION**

**Job Title: Assistant Manager**

**Hours: 44 hours per week**

**Location: Springwell Taproom, Leeds, LS7 2DF**

**Salary: From £22,900 depending on experience**

**Updated: November 2021**

North was founded by John Gyngell and Christian Townsley, the brains behind legendary Leeds beer venue North Bar, which opened in 1997; known as “the first craft beer bar in Britain”. North Bar influenced a new wave of modern beer bars and breweries across the country, including their own, with many citing the bar as one of the driving forces and influences behind the craft beer revolution in the UK. The North family has now extended, to multiple sites across Leeds and one in Harrogate.

Our flagship brewery and taproom, Springwell, opened to the public in April 2021 and is currently open Friday-Sunday and has a 300-person capacity. Springwell is available for private booking, and we offer brewery tours throughout the weekend.

You’ll need to be experienced in the world of hospitality, well organised, driven, creative, with strong communication and leadership qualities, plus a natural ability to get the best out of a team and sell great drinks!

As Assistant Manager you’ll be working with the General Manager and Events and Bookings Manager to ensure that Springwell is the place to be!

### **TASKS & RESPONSIBILITIES:**

- **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 SKILLS:**

- 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

### **DESIRED SKILLS:**

- 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

### **REWARDS PACKAGE:**

- 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, family emergencies
- 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.

### **NORTH COMPANY MISSION:**

“North to be known for being friendly, safe, inclusive and independent places; welcoming open-minded individuals, serving the best drinks, playing great music and above all offering the best in customer and table service.”

“To be the number 1 brewery in the UK for quality, innovation and consistency. To be the most recognisable brand for craft beer, stretching the current scope of the craft beer drinker. To build a culture that makes us one of the best employers in the UK.”

### **NORTH COMPANY VALUES:**

- People: everyone who touches the business
- Integrity: we care
- Quality: the best of everything
- Continuous Improvement: we don't stop
- Trust: trained and given the trust to make good decisions