

Restaurant & Bar General Manager Manchester Central

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

To complement our existing world-class offer, we are launching an exciting project to bring a brand-new space to the venue and the city.

Although this new space will be an addition to our award-winning facilities, playing a key role in serving our clients and visitors, it will also be a standalone destination, welcoming people from the local community and beyond.

As we enter this new phase at Manchester Central, we are looking for an experienced and passionate Restaurant & Bar General Manager to join our team.

Your Role

Competitive salary up to £40,000 gross per annum / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

As an established Restaurant & Bar General Manager, you'll lead the team through a successful pre-opening and deliver a market-leading product through effective planning in a high-volume environment. You will report directly to Director of Hospitality, this role is working on a full time, permanent basis.

The ideal candidate will have:

- Ideally have experience of launching a new venue or concept to market.
- Substantial experience of working in a similar role within a busy restaurant/bar with high volume sales in excess of £1million.
- Previous involvement in budgeting and forecasting, a strong understanding of the financial expectations of a successful restaurant and bar business.

You must:

- Have excellent interpersonal skills with the ability to communicate at all levels.
- Strong understanding of food and beverage operations, including menu planning and cost management.
- Have a passion for hospitality – you're all about creating memorable experiences for others, be they guests or colleagues.

Apply

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Restaurant & Bar General Manager

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 1st December (5PM). We reserve the right to bring this date forward if a sufficient number of suitable applications are received.

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

Job Description

Restaurant & Bar General Manager

Salary:	£40,000 per annum
Hours:	40 hours per week
Working pattern:	5 calendar days over 7
Location and business area:	Manchester Central – Hospitality
Aim of the role:	This role will be responsible for the overall performance of the restaurant and bar, front-of-house team, guest satisfaction, managing financials, stock management, team development, product and sales development.
Directly responsible to:	Hospitality Director
Directly responsible for:	2 x Assistant Managers, 2 x Senior Supervisor and casual team members

Main areas of responsibility

- Responsible for delivering budgeted revenue.
- Ensure profit margins are in line with the company's financial targets.
- Ensure stocks and wastage are monitored, accounted for, and kept within budgeted levels.
- Accountable and responsible for accurate stock and inventory management, with timely invoice processing, within the company required timeframe.
- Create and implement strategies to enhance guest satisfaction, including personalized service and resolving any guest concerns.
- Drive revenue through well planned and create initiatives and incentives, alongside a strong understanding of the guest booking and profiling system.
- Responsible for product and service development
- Managing team Rota's, holidays, and absences.
- Ensure compliance with internal company policies and industry regulations.
- Ensure compliance with all relevant Food safety and H&S policies.
- Accountable for cash handling and governance of closing down procedures.
- Work closely with HR to support the journey of a team member by being involved in the interview process, ongoing training, holding appraisals, and conducting frequent one-to-one meetings. Implement training plans and deliver on-the-job training to drive the smoothest, most polished levels of guest service throughout the F&B operation.
- Work closely with the Executive Head Chef so that front of house and back of house are working smoothly, together.
- Working with the existing Manchester Central team on Local-level marketing to promote the brand and the restaurant and to increase top-line sales and to ensure that restaurant has its own identity.
- Responsible for the P&L and taking ownership over the costs of the restaurant business, always striving to find efficient solutions whilst keeping the quality high and the exceptional serve levels.
- Work in a complex operating environment with the ability to work as part of a larger event delivery team during certain events.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education	Essential	Desirable
Personal license holder and level 3 food safety	✓	
Experience		
Minimum of five years' experience in a similar role within a busy restaurant/bar with high volume sales in excess of £1million.	✓	
Experience of working in a fast-paced business	✓	
Experience of developing cocktails and premium drinks.	✓	
Experience of sales, promotions and reservations processes that maximise revenues.	✓	
Previous involvement in budgeting and forecasting, a strong understanding of the financial expectations of a successful restaurant and bar business.	✓	
Ability to proactively take forward and deliver company objectives	✓	
Experience of launching a new venue / concept into the market.		✓
Skills		
Excellent interpersonal and communication skills with the ability to communicate effectively at all levels	✓	
Ability to develop strong working relationships across the whole business	✓	
Meticulous attention to detail, highly organised and capable of handling multiple tasks.	✓	
An ability to manage the budget on a daily, weekly and monthly basis. You will be expected to report results with a granular understanding of the ongoing trends of the business.	✓	
Ability to demonstrate diplomacy, tact, listening and negotiation skills when dealing with difficult situations and the ability to influence to gain consensus	✓	

Effective organisational, administrative and time management skills	✓	
Ability to consider commercial implications and wider business needs	✓	
Strong understanding of food and beverage operations, including menu planning and cost management.	✓	
Personal Attributes		
Self-motivated with the ability to work unsupervised and to direct own work	✓	
Ability to work effectively as an individual, as part of own team, the senior management team and in partnership with others	✓	
Ability to maintain strict confidentiality, to establish trust and credibility.	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Committed to continuously improving internal procedures to ensure full legal compliance and delivery of service level agreements	✓	
Ability and preparedness to work flexibly	✓	
Demonstrate a customer centered approach to delivery	✓	
Passion for hospitality – you're all about creating memorable experiences for others, be they guests or colleagues.	✓	