



Restaurant Manager

Junction Restaurant and Bar

Junction is a brand-new bar, restaurant, cafe and social workspace situated in the heart of Manchester. Built under the iconic arch of Manchester Central, one of the UK's largest and most versatile event venues, Junction will welcome workers, tourists and families alike as a place to eat, drink, meet or relax.

A place to game-plan the day with great coffee in the morning, catch up on emails at lunch, make connections with new contacts, and meet friends over cocktails and locally sourced small-plates in the evening. A place for everyone, all day, every day.

Junction is managed by Manchester Central.

Your Role

Competitive salary up to £31,000pa + Tronc / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Reporting directly to the Restaurant and Bar General Manager, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Developing an unforgettable guest experience by mapping out a service journey that offers a unique and genuine service
- Training and developing the front of house team to ensure elevated service standards, maximising sales through excellent product knowledge and a passion for food and drink.
- Analyse and assess sales trends with a critical eye, ensuring continual sales growth through energising creative ideas

The ideal candidate will have:

- The drive to deliver exceptional guest experiences, maintaining high standards focusing on attention to detail
- Experience in a hospitality management or supervisor role in a similar setting
- Practical experience of working closely with Chefs on dish development and health & safety procedures
- Confidence in managing fast paced environments whilst supporting a large team around them.
- Excellent interpersonal and communication skills

You must:

- Be always a keen motivator for your team to support training and development of individual potential
- Be a proficient multitasker capable of remaining calm and composed in busy situations
- Be an ambassador for the business with a keen interest in the hospitality food and drink industry.

Apply

To apply for this exciting opportunity, please send a CV and covering letter to:





Ref: Restaurant Manager - Junction
FAO: HR Team
Email: careers@manchestercentral.co.uk

Closing date for applications: Monday 15 April 2024 (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 Manager

Salary:	£31,000 gross per annum
Hours:	40 hours per week
Working pattern:	Monday to Sunday (5 days out of 7).
Location and business area:	Junction - Hospitality
Aim of the role:	To train and maintain elevated service standards throughout the venue, maximizing sales through excellent product knowledge and a passion for the food & drinks industry. Developing an unforgettable guest experience that demonstrates their creative and energetic side and emulates the values of the business.
Directly responsible to:	Restaurant and Bar General Manager
Directly responsible for:	Floor staff – FOH service

Aim of role

We are looking for a passionate Restaurant manager who prides themselves on exceptional service standards, who is organised and can lead from the front. This exciting new venture is looking to combine early breakfast service, casual small plates lunches with more formal dining and exceptional cocktails in the evening, large corporate events and being open to all! Therefore, we are on the hunt for a versatile individual who is capable of molding to each of these requirements with ease. They will have the opportunity to create the training and development of staff from the beginning – being able to really influence the running and style of the venue, progressing individuals throughout their hospitality career.

This new opening gives us the opportunity to strike up new experiences so we are looking for a manager who isn't afraid to try new things and has a bank of ideas of how to grow the business. Confidence in sales would be beneficial as they will be responsible for growing food sales and maintaining appropriate SPH, keeping within labour budgets and striving for improvements at all times.

The ideal candidate will be a big foodie, having experience working closely with chefs and food safety management systems. They will have a keen eye for detail, consistency and ensuring allergens and H&S measures are upheld to the highest level. They will have experience of managing a team; maintaining standards through training sessions and one-to-one programs. They will be motivated by a positive team ethos and encouraging a supportive working environment.

The business has a focus and are committed to sustainability and using locally source produced within an imminent radius of Manchester. We strive to minimise waste and use ethical products so we hope the candidate has similar values.

Main areas of responsibility

- Map out a service journey that offers a unique and genuine service, providing guests with a memorable experience.
- Teach & inspire service etiquette and professionalism for all staff.
- Develop training sessions and maintain organised development plans for front of house staff, conducting PDP's and regular assessments.
- Inducting new starters and ensuring full onboarding process for new floor staff.
- Work closely to develop and mentor restaurant/café supervisor to higher management level.
- Take a lead role in team incentives promoting sales and encouraging food aspect spend per head increases.
- Engage in a close relationship with the head chef ensuring food quality and standards are maintained.
- Be the allergy champion for the front of house service, ensuring full team training compliance and actioned throughout service. Devise clear operational protocol for all allergy events and efficient management process.
- Take ownership for the front of house consumables, inclusive of stock takes and ordering, whilst monitoring maintenance of food dining areas to uphold exceptional standard.
- Analyse and assess sales trends with a critical eye, focusing on necessary changes to ensure continual sales growth and guest satisfaction.
- Conduct open/close duties and securing the site.
- Effective and safe running of the day-to-day business and the well-being for staff and guests alike.

- Uphold exceptional service standards, continually developing staff and offering support and mentorship to allow consistent growth and progression.
- Confidently dealing with complaints and challenges, escalating where necessary.
- Drive the sustainable goals and values of the business.

General responsibilities

The following responsibilities and expectations apply:

All employees:

- To adhere to Manchester Central's Company values at all times, with actions taken and words said being in consideration of all six standards.
- To be aware of and take personal responsibility for acting in accordance with Manchester Central's policies and procedures.
- To promote Manchester Central in a positive and professional manner at all times.
- To be smartly dressed in appropriate attire depending on duties performed.
- To display a flexible 'can do' approach to contribute to the success of Manchester Central.
- To proactively identify training needs and aspirations for personal development.
- To undertake any L&D activities necessary to meet the requirements of the post.
- To adopt a flexible approach to working hours as required by the business.
- To be open to new ideas, understand the need for change and be willing to adapt.
- To be aware of issues of equality and diversity, to understand and be sensitive to cultural differences; and
- To take all possible steps to ensure a safe working environment for self and others.

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
Educated to degree level in a relevant or related subject		✓
Hold a valid personal license	✓	
Experience		
Minimum of three years' experience in a hospitality management role, demonstrating career progression	✓	
Practical experience of current and knowledge of food trends and service standards	✓	
Experience of dealing with wide ranging and challenging situations	✓	
Experience of working in a fast-paced business on a large scale	✓	
Experience of managing a team in a similar hospitality setting		✓
Ability to proactively take forward and deliver company objectives	✓	
Knowledge of sales and driving profit with a familiarity in producing reports		✓
Knowledge of Health & Safety systems with emphasis on food management and EHO		✓
Understand labour budgets and cost efficiencies within a hospitality setting		✓
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	✓	
Be a people person who is confident in leading a team and offering support to others when needed	✓	
Proficient multitasker capable of remaining calm and composed in busy situations	✓	
Ability to manage and motivate own team providing strong leadership and where appropriate other teams or team members	✓	
Ability to demonstrate diplomacy, tact, listening and negotiation skills when dealing with difficult situations	✓	
Effective organisational, administrative and time management skills	✓	
Ability to consider commercial implications and wider business needs	✓	
Able to problem solve both operational and strategic issues through a pragmatic and approachable manner	✓	

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	✓	
Be a confident multitasker and able to prioritise tasks efficiently according to the business needs	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Adopts a positive approach and commitment to Lifelong learning on a corporate and personal level	✓	
Committed to continuously improving internal procedures to ensure full health & safety compliance and delivery of service standards	✓	
Ability and preparedness to work flexibly	✓	
Demonstrate a customer centered approach to delivery	✓	
Have a passion for food and drink and a drive to excel customer service and guest experience	✓	