



Duty Manager Junction

Junction is a 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 welcomes 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 £29,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

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

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

- Ensuring exceptional service standards and delivering impeccable guest experiences through supporting the team across departments and having a guest focused approach.
- Supporting the management team in developing and conducting technical training sessions.
- Driving incentives and monitor SPH in line with budgets and KPI targets.

The ideal candidate will have:

- A passion for new exciting techniques, exploring flavour and new concepts.
- Previous experience within a fast-paced, similar sized venue.
- A minimum of one years' experience in a hospitality management role.
- Excellent interpersonal and communication skills with the ability to communicate effectively at all levels.

You must:

- Be a proficient multitasker capable of remaining calm and composed in busy situations.
- Have experience of people management, be confident in leading a team in a positive and approachable manner.
- Demonstrate a customer centred approach to delivery.

Apply

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

Ref: Duty Manager - Junction

FAO: HR Team

Email: careers@manchestercentral.co.uk





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

Duty Manager

Salary:	£29,000 gross per annum
Hours:	40 hours per week
Working pattern:	Monday to Sunday (5 days out of 7).
Location and business area:	Hospitality – Junction
Aim of the role:	To be responsible for the day-to-day running of the venue with specific focus on the bar service, drinks delivery, consistency and guest satisfaction. There will be a keen focus on product development, training and staff wellness.
Directly responsible to:	Hospitality General Manager
Directly responsible for:	Junction- Bartenders & Bar Backs

Aim of role

As the Duty Manager you will take ownership in ensuring that every service is operated to a high standard, with a calm and organised approach. The ideal candidate will be dedicated to exceptional service standards, delivering impeccable guest experiences through supporting the team across departments and having a guest focused approach. They will support the management team in conducting technical training sessions whilst continually developing standards on shift through their own knowledge. There will be an emphasis on drinks & food development and we hope the ideal candidate will have a passion for new exciting techniques, exploring flavour and new concepts. The role will be to support the managers in stock management and organizational processes on the bar & floor including due diligence procedures and maintenance.

We are host to both a café area and a restaurant so the candidate will be overseeing food aspects of the business. The ideal candidate will have previous experience in overseeing food services, knowledge of food safety systems and allergen procedures. The role will require the candidate to be involved in using the booking system and ensure all information

is correctly communicated across departments, so an understanding of previous booking platforms is beneficial.

The role does require people management skills and being confident in leading a team in a positive and approachable manner. It will be a crucial part of continually developing a team and there is a real opportunity to put your stamp on training program. There will be the opportunity to take ownership of specific elements of the training that will be yours to monitor and structure future trainings.

There is the opportunity to work, alongside the wider business in Manchester Central and with the other management teams, on business development and promotional strategies. We are looking for a team member who would like to implement new and exciting experiences that will elevate us above others.

Main areas of responsibility

- Be an ambassador for bar service standards, leading by example for the team to follow.
- Assist in developing a training program with the management team
- Confident in supporting the team on shift through constructive management.
- Being the responsible person on shift when required, dealing with any complaints or issues as they arise.
- Ensuring the safe and secure open and close of the venue when required
- Ensure smooth running of the floor service assisting the Hospitality General Manager.
- Training new starters in due diligence and standard operating practices
- Assigning and overseeing daily task completion and allocation.
- Being vigilant with labour budgets and staff efficiency on shift
- Ensuring guest experience is always maintained.
- Take ownership for the front of house consumables, inclusive of stock takes and ordering when required.
- Take an active role in staff welfare and wellbeing.
- Ensuring that the guest experience is at the forefront of their management duties on shift
- Efficient record keeping and wastage management whilst on duty
- Drive incentives and monitor SPH in line with budgets and KPI targets.

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		✓
Experience		
Previous experience within a fast-paced similar size venue	✓	
Minimum of one years' experience in a hospitality management role	✓	
Knowledge of food safety systems & allergen procedures	✓	
Previous experience in drinks development and menu planning		✓
Experience of people management.	✓	
Previous experience working toward sales targets		✓
Previous experience using reservation platforms such as Res Diary, Open Table or Design My Night		✓
Skills		
Proficient multitasker capable of remaining calm and composed in busy situations	✓	
Up to date knowledge of new and future trends.		✓
Excellent interpersonal and communication skills with the ability to communicate effectively at all levels	✓	
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	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Ability and preparedness to work flexibly	✓	
Demonstrate a customer centered approach to delivery	✓	
Ability to develop strong working relationships across the whole business	✓	