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**Timothy Taylor’s Pub Estate**

**The Woolly Sheep Inn**

**Job Description**

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| **Post:** Assistant Manager | **Reports to:**  The Woolly Sheep Inn General Manager |
| **Location:**  The Woolly Sheep Inn  38 Sheep Street  Skipton  BD23 1HY | **Date:** 28 February 2022  **Deadline for application:**  Dependent on applications received  **Email:** info@woollysheepinn.co.uk |

**Job details and purpose:**

We are looking for an Assistant Manager to join our friendly team at The Woolly Sheep in Skipton.

Set in the bustling market town of Skipton, this award-winning and dog-friendly inn is the ideal choice for both drinking and dining. It boasts the full range of award-winning Timothy Taylor’s cask ales as well as a mouth-watering menu of home cooked favourites with a modern twist. There are twelve stylish, and recently refurbished, en-suite bedrooms for those wishing to make the most of the area, with parking for residents at the rear. Last and by no means least, there is an enclosed beer garden for drinks in the sun.

This is a great opportunity to join a popular and well-established local pub.

**The ideal candidate needs to:**

* Be passionate about delivering the highest levels of customer service and serving quality products alongside Timothy Taylor’s award-winning ales.
* Assist the General Manager to enhance on the pub’s growing reputation in the local area and beyond.
* Build sales and deliver profitability.
* Successfully manage and develop a growing team.
* Foster the desire to exceed expectations to attract and retain customers.
* Run the site in the absence of the General Manager.

**Responsibilities will include:**

* In the Manager’s absence, take responsibility for the set-up and effective daily operation of the site, adhering to company policy and procedures including operating standards, licensing law, employment law, health and safety legislation and in accordance with all other legal requirements.
* Lead by example by delivering exceptional customer service, dealing with challenging customers in a professional manner, ensuring all staff project a positive, upbeat demeanour at all times.
* Regularly work in all areas of the site; bar, floor, cellar, kitchen, and office, to ensure that best practice is maintained and shared by the team and that any areas requiring improvement may be identified.
* Perform office administration procedures as directed by your manager, ensuring compliance with company standards.
* Keep self and team up to date with all current marketing plans, promotions, offers and any new products.
* Assist in controlling and achieving all financial targets set for the site.
* Work with the General Manager and help manage all stock-management processes, including weekly stock counts, line checks, wastage reports, loss investigation, procedures for monitoring and controlling cash and staff.
* Assist in the training and development of all staff to deliver the customer service that Yorkshire is famous for.
* Ensure the smooth operation of all delivery processes, including checking in orders, storage, stock rotation, security, loss investigation and staff training.
* Consistently present a site which creates an ambience and atmosphere appropriate for the clientele, to drive sales.
* Review the outcome of any audits, customer feedback and food hygiene reports and, where necessary, take immediate action to rectify any problem areas and/or shortfalls in performance and housekeeping standards.
* Report and action any maintenance issues, following the correct procedures.
* Always lead the team in a positive, enthusiastic manner, working with the General Manager to drive sales by delivering excellent customer service.
* Identify and monitor training needs and take an active role in developing people, maintaining up to date training records.

At Timothy Taylor’s we operate a small but select group of sites across Yorkshire and have a great ethos from promoting from within. Most of our management teams, and current General Managers have progressed through the company, and it is something we take great pride in and look to continue.

The successful candidate will be rewarded with competitive salary of **£25,432 per annum**, dependent on experience.

They will also receive a share of tips, be included in a generous bonus scheme, receive discount on both food and drink and work within a highly regarded, family run pub. Shift pattern will be dictated by the needs of the business and will typically be around **48 hours** **spread over five days with no split shifts**.

**If you would like to join our friendly team and have the desire to further strengthen our reputation, then please:**

* Forward a CV and covering letter to General Manager, Andrew Goodall, at info@woollysheepinn.co.uk
* Or for further information feel free to contact the site on 01756 700 966.