

JOB DESCRIPTION

JOB DETAILS

Job Title: Assistant Branch Manager

Reports to: Branch Manager

Job Holder:

Date: July 2015

JOB PURPOSE

To assist and support the Branch Manager in the day to day management and supervision of the front of house team; to deputise for the Branch Manager during periods of absence, ensuring the management of the branch is maintained, in accordance with agreed targets and schedules.

Work in liaison with the SKTL to ensure the smooth running of the kitchen by managing the kitchen team (in the SKTL's absence) to ensure that the design, quality and production of Hummingbird's product range is to the highest possible standard of food preparation, decoration and delivery.

To set an example to staff in respect of Hummingbird's standards of professionalism, behaviours and output. To ensure the image of Hummingbird is positively projected at all times.

KNOWLEDGE, SKILLS, EXPERIENCE & KEY COMPETENCIES REQUIRED

- Minimum of 12 months supervisory experience within an artisan luxury retail environment, preferably food retail; experience of, and aptitude for, working in a "hands on" commercial environment;
- Good basic standard of literacy and numeracy; good basic IT literacy, proficient in use of Microsoft software including Word and Excel;
- Good basic working knowledge of health and safety regulations and food hygiene legislation would be an advantage;
- Excellent customer facing skills with good verbal communication and the confidence and ability to establish a rapport with customers;
- Ability to communicate with staff and management at all levels, including the many Hummingbird staff for whom English is not their first language;
- Good interpersonal skills with the ability to build effective working relationships and to work collaboratively with colleagues at all levels both within the branch and throughout the company;
- Excellent planning, organisational and time-management skills.

MAIN RESPONSIBILITIES

Leadership and people management

- To support the Branch Manager with the recruitment, appraisal, training and development of the branch team to achieve their potential;
- Working with the team leaders, to deliver induction training to all new recruits and to maintain Hummingbird's standards through regular refresher training;
- To implement and follow up on all training manuals to new and existing staff;
- To monitor each front of house employee's work performance and conduct including, specifically, any lateness and/or sickness absence, and to bring any potential issues to the immediate attention of the Branch Manager;
- In the Branch Manager's absence, to deliver daily team talks to staff together with monthly front of house and kitchen team meetings to motivate and to deliver refresher training and to ensure that staff have all the necessary company information regarding, for example, promotional offers and new products;
- To build and maintain effective relationships within the branch and to promote a free flow of effective communication and a harmonious working environment for all staff to enjoy.

Day to day management and customer service

- To assume day to day management responsibility for the front of house team to ensure that they work efficiently, effectively and in compliance with Hummingbird's policies and procedures;
- To assume primary day to day management responsibility for the delivery of a consistently high standard of product presentation in the shop together with excellent customer service at all times. To monitor any queue and to take appropriate action to ensure that the service runs smoothly and in an orderly manner especially at busy periods;
- Working collaboratively with the Senior Kitchen Team Leader and the kitchen team to ensure the timely and appropriate product replenishment of the counter, to avoid either potential lost sales because an item(s) has sold out or overproduction resulting in wastage;
- To assist the Branch Manager, when required, in drawing up and organising the weekly roster of staff ensuring that the front of house is appropriately resourced to meet the branch's trading pattern whilst maintaining the agreed labour budget;
- To share responsibility with the Branch Manager for ensuring the safe, secure and timely opening and closing of the branch in accordance with its published opening hours;
- To ensure that all front of house staff adhere to Hummingbird's protocols for cash-handling, including use of the till;
- To act as the first management point of contact for the branch, responding to both personal callers and telephone enquiries; to support the Branch Manager in dealing with any customer concerns and complaints about the branch in accordance with Hummingbird procedures.

Health & safety

- Working with the other members of the branch management team, to promote a genuine safety culture within the front of house areas;
- To implement the company's food hygiene and food handling procedures in front of house and, working with direct reports and team leaders, as appropriate, to take responsibility for ensuring the compliance of all front of house staff, at all times, with both Hummingbird's health and safety and food hygiene policies and legislative requirements;
- In liaison with the SKTL to monitor and control the cleanliness and organisation of the food preparation areas on an ongoing basis throughout the working day;
- In liaison with the Senior Kitchen Team Leader to supervise and adhere to the monitoring of temperatures in the 'fridges and cool stores;
- In liaison with the SKTL to ensure the adherence by kitchen staff to the correct labelling of food and to respond immediately and proactively to any issues identified;
- To ensure that all accidents, incidents and near misses (involving staff, customers and visitors) are recorded in the Accident Book, in accordance with Hummingbird health and safety policy and procedures;
- To support the Branch Manager with the preparation of a weekly report on health and safety issues, to be submitted as part of the weekly trading report;
- To support the Branch Manager in carrying out the monthly health and safety audit of the branch;
- To support the Branch Manager in undertaking a health and well-being assessment with each member of front of house staff every six months.

Finance & HR

- To support the Branch Manager in organising the accurate and timely banking of all takings on a daily basis and to prepare documentation (invoices/receipts/delivery notes) for the Financial Controller on a weekly basis;
- To support the Branch Manager in managing the branch's weekly stock-take, submitting an accurate, up to date and timely weekly trading report to the appropriate Head Office personnel;
- To monitor and accurately record all wastage and report all equipment breakages to the Branch Manager;
- In liaison with the BM and SKTL, to ensure the ordering appropriate levels of replenishment stock to meet the anticipated production schedules, including using the Company's nominated suppliers;
- Working closely with the Branch Manager, to ensure that all HR documentation of a personal and sensitive nature is forwarded to the Office Manager at Head Office to be held securely in the personnel files, in accordance with data protection requirements and Hummingbird policy and procedure.

General

- To attend and participate proactively in the monthly branch management meeting and the quarterly branch staff meeting; as a member of the management team to actively give feedback, to raise any issues and to contribute ideas and suggestions that may enhance the branch's performance;
- To work collaboratively with peers and to facilitate productive working relationships within the Company so that Hummingbird can meet its business targets and continue to grow;
- To undertake any other reasonable duty as required by the Company.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Direct reports: front of house team leaders and team members
- Indirect reports: kitchen team leaders and team members (responsibility shared with the Senior Kitchen Team Leader)
- Colleagues within Head Office and other branches
- External parties including, but not limited to, suppliers, the building's landlord, utility companies and Hummingbird's retained advisors

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Manager's Signature:

Date: