

## JOB DESCRIPTION

### JOB DETAILS

Job Title: Branch Manager

Reports to: Area Manager

Job Holder:

Date: July 2015

### JOB PURPOSE

To manage all aspects of the branch and its staff. Working collaboratively with the Assistant Branch Manager and Senior Kitchen Team Leader, to ensure the quantity, quality and flow of production to deliver a consistently excellent standard of presentation of product and customer service. To assume primary responsibility on site for health and safety and food hygiene standards.

To provide strong leadership and to motivate their team to achieve Hummingbird's aims and objectives in delivering its vision. 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 two years experience at supervisory or management level 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 is essential;
- 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;
- Good communication skills, both verbal and written; able to communicate with staff and management at all levels, including the many Hummingbird staff for whom English is not their first language;
- Excellent planning, organisational and time-management skills.

## **MAIN RESPONSIBILITIES**

### **Leadership and people management**

- To communicate effectively to the branch team the Company's business objectives;
- To take primary responsibility for the recruitment, appraisal, training and development of the branch team to achieve their potential, through support and challenge;
- To manage and monitor the delivery of induction training with all new recruits and to maintain Hummingbirds standards through regular refresher training;
- To ensure the implementation and follow up of all training manuals for new and existing staff;
- To set, monitor and review individual key performance targets for direct reports to ensure the achievement of the Company's business targets;
- To monitor all aspects of employee performance and, in consultation with the Area Manager, to take appropriate and timely remedial action; to monitor and control all forms of employee absence, including holiday and sickness in accordance with Hummingbird's policy;
- To deliver a daily team-talk 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.

### **Operations and management controls**

- To draw up and implement the weekly roster of branch staff ensuring that the kitchen, front of house areas are appropriately resourced to meet the branch's trading pattern and the accompanying fluctuations in production and replenishment whilst maintaining the agreed labour budget;
- To plan the branch's day to day activities to meet or exceed its targets for production, sales and profit, including control of costs and minimising wastage;
- To be responsible for ensuring the safe, secure and timely opening and closing of the branch in accordance with its published opening hours;
- Working closely with the Senior Kitchen Team Leader, to manage and control stock levels of ingredients within the branch, through appropriate planning, ordering and monitoring by weekly stock-take;
- To oversee the receipt of deliveries, ensuring that goods are checked thoroughly against the order/receipt paperwork before being safely and appropriately stored in a timely fashion to comply with both food hygiene and health and safety procedures;

- To ensure that all staff adhere to Hummingbird's protocols for cash-handling, including use of the till;
- To manage the day to day maintenance of the building, equipment and machinery liaising promptly with the Area Manager or Operations Director about any actual or anticipated problems;
- To manage any customer concerns and complaints about the branch in accordance with Hummingbird procedures, referring any more complex and/or challenging complaints to the Area Manager or Operations Director as appropriate.

### **Health & safety**

- To maintain a high profile within the branch for health and safety and food hygiene concerns and to take ownership for promoting a genuine "safety" culture;
- Working with direct reports and team leaders, as appropriate, to take responsibility for ensuring the compliance of all staff at all times with both Hummingbird's health and safety and food hygiene policies and legislative requirements;
- To take primary responsibility for ensuring the adherence by kitchen staff to the correct labelling of food and to respond immediately and proactively to any issues identified;
- To take primary responsibility for managing and overseeing the control of the cleanliness and organisation of the food preparation areas and customer areas on an ongoing basis throughout the working day, both front of house and in the kitchen;
- To manage and monitor the recording of all accidents, incidents and near misses in the branch, in accordance with Hummingbird's health and safety policy and procedures. To liaise in a prompt and timely manner with the Area Manager or Operations Director regarding any accidents reportable under RIDDOR;
- To prepare a weekly report on health and safety issues, to be submitted as part of the weekly trading report;
- To manage and oversee a monthly health and safety audit of the branch, ensuring that any issues or potential problems/issues highlighted by the audit are brought to the immediate attention of the Area Manager or Operations Director;
- To undertake a health and well-being assessment with each member of branch staff every six months; to complete the documentation accurately and in a timely manner, liaising with the Area Manager or Operations Director about any concerns the assessment has raised;
- To take primary responsibility for undertaking a formal risk assessment with a member of their team, as appropriate, for example (but not limited to) during an employee's pregnancy or if they have been diagnosed with a musculoskeletal problem with their wrist, elbow or shoulder;
- In liaison with the company's external advisors and senior colleagues within Hummingbird, as appropriate, to contribute to the review and update of the health and safety and food hygiene manuals and operational policies and procedures.

## **Finance & HR**

- To manage the branch budget, assisting in the preparation and planning of the budget and ensuring budgetary controls are adhered to;
- To organise and manage the accurate and timely banking of all takings on a daily basis;
- To prepare all relevant branch documentation (for example invoices, receipts and delivery notes) for the Financial Controller on a weekly basis;
- To manage 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 breakages and wastage;
- 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 Branch Managers' meeting; as a member of the management team to actively contribute ideas, suggestions and industry news to assist in Hummingbird's strategic operational development;
- 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: Assistant Branch Manager, Senior Kitchen Team Leader
- Indirect reports: team leaders and team members within the branch
- 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: