

## **Assistant Manager Vacancy**

<b>Salary:</b>	<b>Up to £26,936 per annum (at 37 hours) £14 per hour (dependent on experience)</b>
<b>Hours per week:</b>	<b>Min 26 hours pw, up to 37hrs pw (to include late nights and weekends)</b>
<b>Opening hours:</b>	<b>Thurs: 5 - 11, Fri: 4 - 12, Sat: 2 - 12, Sun: 2 - 10 (extended opening hours during events)</b>

### **ABOUT US**

The Mess Room Bar was created in 2019 by husband and wife team, Steve and Julia, and this quirky little bar quickly became extremely popular with both locals and tourists. Its charm, homely feel and the emphasis on quality drinks, meant that the bar attracted fabulous customers, who loved the laid-back vibe and the great live music. The bar grew ever more popular and in 2022, Julia and Steve took the decision to extend into the adjoining clothes shop, and the Mess Room Bar and Live Lounge was born. The Mess Room is now a much bigger space, comprising The Big Mess (bar and event space) and Little Mess, in addition to the garden area, and hosts a wide range of live music, comedy and special events throughout the year.

### **What we are looking for in our Assistant Manager...**

Ultimately we would love our assistant manager to be as passionate as we are about The Mess Room. We know that the job is hard work with long shifts and unsocial hours and done properly, can be all-consuming, but we also know that it is great fun, interesting and very rewarding.

We need someone who has bar/hospitality experience in a supervisory role, is hard-working, can use their own initiative and is a team player. You'll need to have good IT skills and knowledge, be extremely hospitable and sociable, and be able to lead and inspire the team.

Although it's hard to put it in words, we feel that everyone who works for us understands The Mess Room vibe and ethos, and this is one of the reasons why we believe we are successful. We want staff members who love what we do and are passionate about the bar, and are keen to ensure that we continue to grow and improve, going forwards. We don't really do things by the book, are in no way a corporate organisation. We are particular about getting the correct people for our team, and love to be able to reward them and recognise their strengths.

Having worked our socks off for the last five years, we now want to step back a little. We want an assistant manager who will be fully hands on during the majority of opening hours, and who we can trust to run the bar and ensure the vibe and standards are retained (and hopefully improved on)! You'll be mainly working alongside us, but at times, will be fully in charge. We need to know that, if at any point we popped in for a drink (or three) or an event, that the bar would feel and look great, the service would be brilliant, the team would be happy, smiley and know what is expected of them, and that issues relating to health and safety or unwanted customers would be dealt with immediately, and that we would think 'what a brilliant bar'.

How we feel the assistant manager will achieve the above...

## **We think it all starts with the team...**

- You will serve customers, manage the bar, champion bar knowledge in all team members and proactively develop staff skills
- You will assist in planning each day, and brief staff so they are fully aware of what the day ahead and know what is expected of them
- You will help lead, induct and train all staff on standards, procedures and The Mess Room way and will deal immediately with any issues which need addressing
- You will help guide, coach, and support staff during service, to develop teamwork and ensure the standard of service is always exceptional.
- You will assist us in holding regular, individual meetings with staff to discuss recent performance, job satisfaction, training needs etc. You will recognise people's strengths, help develop them and 'train up' specific staff members to act as bar supervisors and support you
- You will welcome and retrain returning seasonal staff
- Training will cover all areas, including service standards, mixology, bar preparation, set up, closedown and cleaning.
- You will take part in regular staff management with us, addressing any areas of concern or improvements needed, in addition to possible future staffing issues

## **Then it's about running the bar ...**

- You will assist us in ensuring that we run an effective and efficient bar, and will help us ensure that we have all the required items, at all times (stock, fruit, ice, hygiene products etc).
- You will deliver excellent customer service, and be a role model to the team demonstrating great hospitality and service standards
- You will maintain inventory, complete regular line checks and assist in regular stock checks.
- You will adhere to all legal requirements regarding weights and measures, licensing laws, health, and safety, capacity levels, as well as fire procedures, ensuring these are always adhered to.
- You will represent The Mess Room as part of the local Pub Watch Scheme where necessary, keep up to date with incidents etc and attend meetings where necessary.
- You will make full use of the Epos system, seek training where necessary and train other members in its additional functionality
- You will deal with guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times
- You will have a visible presence at all times and to be fully aware of your customers or any situations in all areas
- You will be a keyholder, opening and closing when needed
- Cashing up responsibilities - you will ensure that all cash, float and till procedures are carried out correctly.
- You will assist in managing staff rotas and anticipating staff levels during peak seasonal periods or events to ensure that we are adequately staffed.
- You will assist with ordering, and deliveries.
- You will assist in examining and analysing sales data reports and expenditure to assess profitability and make decisions based on trends. You will assist in analysing weekly figures and highlight any areas of concern/savings to be made.
- You will assist in line cleans, cellar duties and general cleaning maintenance of the bar when needed.

### **And also, thinking about the future ...**

- You will assist in planning the programme of events, future projects
- You will assist in developing and implement strategies to increase revenue and profitability for the bar
- You will assist in developing and fine-tuning our drinks offering
- You will assist in developing strategies and schemes to attract and retain loyal staff

### **What we can offer you ...**

- ❖ We will pay you a competitive salary and aim to allow you a good life/work balance
- ❖ We will pay you for breaks when working during bar opening times
- ❖ 28 days paid annual leave
- ❖ Access to NEST Pension
- ❖ Staff discount on drinks
- ❖ We will offer progression opportunities to Manager position for the right person, should they demonstrate the relevant skills, experience and knowledge
- ❖ We will ensure you have all the tools and staff you need to achieve all of the above
- ❖ We will be there to assist, guide and train you in all areas
- ❖ We will hold regular meetings with you and be there to help with any issues or problems
- ❖ We will offer training opportunities, to help you develop and grow

### **Would you like to join us?**

If so, and you think you'd be a great fit, please email over your cv and a covering letter to [info@messroomskipton.co.uk](mailto:info@messroomskipton.co.uk) for the attention of Julia.

*Thanks for reading and all the very best, whether it's with this application,  
or whatever else you go for in life!*