

Beautifully Cornish.

Ann's Pasties has grown from a beloved Cornish brand to a Nationwide name synonymous with Cornish quality and heritage. We are an ambitious team and have a solid and inspiring plan for future growth. Our beautifully Cornish products are a reflection of the land and environment where we live and work. Working at Ann's means sharing in the vision and support of our team. Flexibility, inspiration, growth and passion for good food and excellent customer service all drive our business forward whilst simultaneously powering your career within the food and beverage industry.

Job title: Retail Manager

Department: Retail & Bar

Reports to: Head of Operations

Salary: up to £21,000 dependent on experience.

The Role:

- To ensure the smooth daily running of the retail and bar operations.
- Manage and oversee the cooking, display storage & service of all our products, ensuring quality & standards are never compromised.
- Ensure a high level of customer care and service is always delivered across the outlets.
- Be responsible for creating and maintaining a clean, compliant, and safe working environment across the shops. Including Health and Safety and food safety compliance using Safer food, Better Business.
- Line manage and lead a high performing and happy retail team.

Area of responsibility/tasks: Daily Operations

- Responsible for ensuring the Retail Supervisors open and close the outlets following Standard operating procedures (SOP') and protocol.
- Create the weekly rotas for each outlet ensuring these are in line with departmental wage budgets and ensuring these are communicated to the team in a timely manner.
- Ensure all absence or sickness is covered efficiently and recorded.



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Leadership

- Lead the retail team daily ensuring all duties and tasks are completed to a high standard and in a timely manner.
- Lead by example, following all Standard operating procedures (SOP's).
- Lead, coach and nurture the retail team, creating a positive environment.

Product Quality

- Ensure all our products are cooked, displayed, and served in line with SOP's never compromising on quality, always being aware of the history and reputation associated with Ann's pasties.
- Ensure display boards and menus are correct and pricing information accurate.

Customer Service

- Be smart, warm, friendly, and engaging at all times, ensuring a high level of customer service is always delivered.
- Handle all queries and feedback efficiently, using your judgement and product knowledge to manage any complaints quickly and efficiently.

Finance

- When on site open and close the till and complete the end of day reconciliation, ensuring procedures are followed and all discrepancies are investigated and resolved. When off-site ensure a suitable member of the team is on the rota to complete these tasks in line with SOP's.
- Control wage costs in line with budget.

Stock

- Monitor and record all wastage to ensure efficiency and minimise unnecessary waste.
- Complete a monthly stock count in line with stock taking procedures.
- Ensure all ordering is complete and stock levels maintained. Always being aware of the company's procurement procedures.

Health and Safety

- Ensure safe working practices are always followed and that all required records are kept and accurate.
- Be aware of Risk management, ensuring all departmental risk assessments are reviewed and up to date and ensuring your team are always following guidance and good H&S practice.
- Be vigilant for hazards and report them.
- Be aware of all departmental H&S procedures including first aid, fire safety and emergency procedures.

Brand & Marketing

- Champion the Ann's pasties brand. Understanding the importance of the brand essence and how this follows through to all business touch points.
- Follow the company's social media platforms, engage and supply content as required.

Person Specification

EDUCATION, TRAINING & QUALIFICATIONS	ESSENTIAL	DESIRABLE
CATERING/ HOSPITALITY MANAGEMENT QUALIFICATION		Y
ADVANCED FOOD SAFETY QUALIFICATION		Y
LEVEL 2 FOOD SAFETY & HYGIENE PERSONAL LICENCE	Y	
FULL CLEAN DRIVING LICENCE	Y	

EXPERIENCE	ESSENTIAL	DESIRABLE
AT LEAST 1 YEARS EXPERIENCE IN TEAM LEADERSHIP AND MANAGEMENT	Y	
AT LEAST 2 YEARS EXPERIENCE IN A SIMILAR ROLE IN A CUSTOMER FACING HOSPITALITY ENVIRONMENT.		Y
EXPERIENCE MANAGING SAFE WORKING PRACTICE IN A FOOD SERVICE ENVIRONMENT.	Y	
AT LEAST 1 YEARS EXPERIENCE WORKING WITHIN A FOOD PREPERATION ENVIRONMENT OR KITCHEN.	Y	
BAR AND CELLAR MANAGEMENT EXPERIENCE		Y
EXPERIENCE COMPLETING ROTAS AND MANAGING STAFFING NEEDS	Y	

SKILLS AND CHARACTERISTICS	ESSENTIAL	DESIRABLE
HONEST	Y	
RELIABLE	Y	
RESOURCEFUL	Y	
POSITIVE	Y	
PASSION FOR QUALITY	Y	
COMFORTABLE BEING HANDS ON IN ALL AREAS OF THE OPERATION	Y	
FLEXIBLE	Y	
ENERGETIC, SELF MOTIVATED AND READY TO LEAD	Y	
A WILLINGNESS TO CONTRIBUTE TO THE FORWARD GROETH AND SUCCESS OF THE COMPANY.	Y	



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