



## Role Specification

Job Title	<b>Water's Edge Manager</b>
Job summary	The Water's Edge is seeking an experienced manager for its launch and subsequent operation. As a premier fast casual dining venue on Borough's Square in Portsmouth, the successful candidate will be responsible for business performance and growth of the Water's Edge. The manager will also ensure that the team complies with all policies and procedures as well as relevant licences, regulations and laws, and meets customers' needs promptly.
Responsibilities	<p><b>Business Management</b></p> <ul style="list-style-type: none"> <li>Analyse and plan Water's Edge and Kitchen sales, operations and profitability.</li> <li>Prepare budgets and agree them with senior management.</li> <li>Plan, coordinate and price menus, working closely with the Kitchen Supervisor.</li> <li>Organise marketing activities, such as promotions and discount/loyalty offers.</li> <li>Oversee cash handling and prepare cash drawers and petty cash.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>Make employment and termination decisions including interviewing, hiring, evaluating and disciplining staff appropriately.</li> <li>Provide orientation of Arbeedee Limited and Water's Edge rules, policies and procedures and provide/oversee training of new staff.</li> <li>Carry out Water's Edge's policies on employee performance management, including appraisals, in a timely manner.</li> </ul> <p><b>Operations Management</b></p> <ul style="list-style-type: none"> <li>Prepare weekly schedules for staff to balance service/cost for all shifts, to provide for coverage in case of staff absence and to adjust staffing as necessary to meet business demands.</li> <li>Coordinate Water's Edge's service and kitchen operations so all staff work together as a team to ensure that customers are served properly and promptly.</li> <li>Schedule and oversee necessary maintenance and repairs on appliances</li> <li>Prepare reports at the end of the shift and week, including sales, sales margins, resource utilisation, food waste, and incidents.</li> <li>Work with the Arbeedee Limited bookkeeper to prepare all required paperwork in an organized and timely manner.</li> </ul> <p><b>Customer Service Management</b></p> <ul style="list-style-type: none"> <li>Fill in where needed to ensure customer service standards and efficient operations.</li> <li>Respond to customer queries and complaints.</li> </ul> <p><b>Health &amp; Safety Management</b></p> <ul style="list-style-type: none"> <li>Ensure high standards of quality, hygiene, health and safety are maintained</li> <li>Check that ovens, grills, and other equipment are properly cleaned and secured</li> <li>Arrange cleaning for the equipment and facility in order to comply with health and sanitary regulations, including trash removal, pest control, and deep cleaning when the Water's Edge and kitchen are not in use.</li> </ul> <p><b>Compliance and Security Management</b></p> <ul style="list-style-type: none"> <li>Comply with licensing laws and other legal requirements.</li> <li>Ensure that the Water's Edge and kitchen are adequately locked and secured at the close of business.</li> </ul>
Skills, Experience, Knowledge and Qualifications	<ul style="list-style-type: none"> <li>2+ years' relevant experience</li> <li>At least 5 CXC's or equivalent, including English and Mathematics.</li> <li>Ability to work flexible hours, including nights, weekends and holidays</li> <li>Excellent interpersonal skills to facilitate customer service and staff management</li> <li>Leadership and team management skills</li> <li>Resilience to thrive under pressure in a fast-paced environment</li> <li>Good business awareness for achieving successful performance</li> <li>Strong planning and organisational skills to run a streamlined operation</li> <li>The ability to work independently and make decisions confidently</li> <li>Problem-solving ability, to resolve issues as they arise</li> <li>A flexible and hands-on approach to work.</li> <li>Awareness of hygiene, and health and safety regulations.</li> </ul>