

The Westbrook Pub Company

Job title: Front of House Manager

Start Date: April 2021



About us:

The Westbrook Pub Company is an ambitious group currently with two pubs under management. The Company's ambition is to actively increase its portfolio of high-quality pubs, bars and restaurants.

You will join a fantastic growing team at our first pub, The Black Horse, Standlake. The pub is a traditional pub dating back 400 years. Having operated the Black Horse since November 2019, we quickly gained recognition as one of the best Gastropub in Oxfordshire, being awarded runner-up in the Ox-In-The-Box food awards in January 2020.

The Black Horse focuses both on top quality produce all made in-house, alongside keeping our roots as a traditional pub. The Black Horse has a late licence and operates till 1am most weekends, with live music, bands & events (Covid-regulations permitting).

Job description:

We have a fantastic opportunity for an enthusiastic and hardworking individual with a passion for hospitality. The ideal candidate will be a team player, who will be able to work well under pressure in this client-facing role. As the FOH Manager you will be a leader who cares passionately about creating a positive atmosphere for guests and staff alike.

Key Roles:

- Identifying and actioning Training & Development needs of individuals within the team, ensure all team members are delivering five-star awesome customer service.
- Supervise upkeep of guest areas.
- Shift planning.
- Support general manager with the smooth running of the pub.
- Assist in the recruitment of new staff members.
- Assist in ensuring the most efficient systems and processes are being used within the team and recommend and implement changes as required.
- Updating the EPOS system with menu changes and daily specials.
- Stock-taking and re-stocking.
- Marketing products and events.
- Setting targets and maximising profitability.
- Effective communication with kitchen teams e.g., in relation to food allergens
- Building and maintaining strong working relationships with the team, ensuring the team is working together in delivering the common goal, delighting our customers with great service.
- Any other reasonable duties requested by management.

About you:

- Extensive past hospitality experience in similar role.
- Food safety level two.
- Personal Alcohol Licence desirable.
- Cellar management experience.
- Extensive knowledge of high-quality food and wine.
- Strong detail analysis of service delivery and identify continuous improvements
- Excellent communication skills, both orally and written and the ability to communicate effectively at all levels.
- Able to operate with minimal input from senior management, exercise excellent judgement and decision making and be totally customer service driven.
- Capable of organising large volumes of work for both themselves and others, able to multi-task, work to tight deadlines when necessary and produce high quality work under pressure.
- A clear self-starter with the ability to demonstrate innovation and drive.
- Ability to make a decision, and when to seek further clarification on a decision.

Part of a focused and dynamic team, delivering a multi-faceted, co-ordinated facilities management service to our company. This is a proactive role, which requires someone who is able to consider wider team issues whilst developing and refining the service.

The successful candidate will have management experience working for a high-end restaurant or gastropub. A wealth of staff and change management experience is essential.

This role requires you to work 45 hours per week, typically 5 days on, 2 off. 20 days holiday + bank holidays, which you may be required to work. Competitive salary based on experience.

To apply, please send covering letter and CV to jobs@thewestbrookpubcompany.com