



Job Description

Creating smiles through Food, Farming and Family

PASSIONATE



PEOPLE FOCUSED



AMBITIOUS



HONEST



Job Title: General Manager
Hours: 40 hours per week including weekends
Reports to: Owners
Date: March 2024

Role purpose:

- Deliver The Goat Shed vision by ensuring the team are fulfilling their potential in each department.
- Ensure our product range meets our strict taste and quality tests and that the business delivers performance targets whilst ensuring safety and compliance.
- Oversee the running of the Farm Shop and Kitchen.
- On a daily basis, promote the goals of the business while working towards delivering the annual budget including sales, margins and costs and overheads.

You will be responsible for:

- Overseeing the day to day operations of the Goat Shed Shop and Restaurant (The Goat Shed Kitchen), including managing staff, scheduling and ensuring good stock management
- Working with the owners to evolve, grow and develop The Goat Shed Shop and Kitchen cementing the business as an innovative trail blazer.
- Leading and inspiring department managers and support them with hiring, training and, performance management of the team.
- Working with the People and Culture Guru to create a dynamic and engaging working environment, manage the wage costs of the business and ensure compliance with all policies and procedures.
- Preparing and managing the annual budget, ensuring profitability and cost control.
- Developing, maintaining and reporting against key performance goals
- Analysing sales data and implementing strategies to drive revenue growth.
- Evaluating current business processes and systems, making the best use of resources and continually improving what we do.
- Working alongside the Marketing Manager to create and implement marketing strategies which drive footfall, increase sales and generate customer loyalty and satisfaction.
- Being an ambassador of the business, developing a network to both learn from and collaborate with.
- Keeping up to date with retail and hospitality trends to identify business development opportunities.
- Providing solutions to any problems which may arise.

- Ensuring exceptional customer service is delivered at all times, exceeding customer expectations.
- Ensuring the business operates in a way that is considerate of our surroundings, our community and the environment.
- Being on site at peak trading, events, prime weekends and prepared to help out on the floor as needed.
- Responsible for compliance with all relevant regulations and legislation including Health and Safety and Food Safety and maintaining high standards of cleanliness and hygiene at all times.
- Being the responsible person for our Alcohol Licence.

What you will need to know, knowledge, Skills, Qualifications and Experience:

Essential / Desirable

- | | |
|---|---|
| • Commercially astute, results driven leader, with excellent people skills | E |
| • Management experience of working within a retail and / or hospitality environment | E |
| • Experience of using EPOS | D |
| • Professional qualification in retail, hospitality | D |
| • Experienced in using management information and able to develop and interpret financial and performance reports and budgets | E |
| • Experience of growing a new or young business | E |
| • Leads by example, setting high standards and holding others to account | E |
| • Genuine enthusiasm for helping to develop our unique brand and customer experience | E |
| • Experience of working within current relevant legislation and regulations | E |
| • Strategic thinker with good commercial acumen | E |
| • Exceptional attention to detail when delivering information | E |
| • Own personal alcohol licence | D |
| • Competent in Excel, Word, databases and Microsoft packages | E |

What we need from you:

Essential / Desirable

- | | |
|--|---|
| • Ability to work to motivate and lead a team | |
| • Sound commercial acumen and experience in budgeting and cost control | E |
| • Exceptional communication skills | E |
| • Passion for delivering exceptional customer service | E |
| • Excellent organisational and multitasking abilities with attention to detail | E |
| • Self-motivated and adaptable | E |
| • Problem solver, able to think on your feet | E |
| • Flexible, adaptable, can-do attitude | E |
| • Interested in learning new skills and continuous improvement | E |

- Trustworthy E
- Work within The Goat Shed's Values, Procedures & Policies E

Other

The above are the principle tasks and responsibilities of the post at the present time. However, this is not an exhaustive list and other duties may be required now or at a future date in order to comply with the operational demands of the business. In addition, it is expected that the job holder will undertake any reasonable additional tasks within the scope of the post as requested by their Manager.

Job Description Agreement

Team Member name:

Team Member signature:

Date:

Manager signature:

Date: