

Job description General Manager

Reports to: Claire Ptak

Direct reports: Floor Manager, Shift Supervisor, FOH team

Job purpose: The General Manager is responsible for the overall operations and office management at Violet. The general manager will also work alongside the Events manager to oversee the coordination of Violet orders; online, by phone and in store.

This job description is not an exhaustive list. You may be required to undertake other duties as directed by Claire. Flexibility is also essential.

The ideal candidate will have the following experience:

- Xero and payroll
- Excel
- Deputy
- Square POS or similar point of sale operating systems
- Outlook and office 365
- E-commerce + ordering systems
- Good financial acumen relative to small business operations
- Minimum 3 years' experience working in a hospitality environment
- Team management & Hiring staff
- Thorough understanding of UK HR laws and regulations
- Analysis of data used to drive performance and get to the bottom of issues
- Robust understanding of H&S and knowledge of best implementation practices.
- Practical problem solving and creativity
- Introducing the right procedures & best practices in order to maximise efficiency and performance within the means of a small business.

Accounts & Sales Reporting

- Being the first point of contact for accounts for both our suppliers and the bookkeepers
- Maintaining a clear line of communication with the bookkeepers, ensuring that all accounts are up to date, reconciled and organised in a timely manner, this includes:
 - All supplier invoices, delivery notes, cash receipts, and accounts receivable
 - Answering bookkeepers questions regarding company card statement and corresponding receipts
 - Checking the accounts inbox regularly to ensure no urgent or owing invoices are missed that may affect our customer accounts.
 - Ensure all petty cash and Greenwood invoices are accounted for and coded correctly
 - Maintaining files of invoices
 - Resolving any discrepancies and bringing them to Claire & bookkeepers attention
- Check end of day sales each morning for the day before.

HR & Payroll

- Processing payroll every fortnight using scheduling app. Checking any discrepancies with Floor manager and head baker. Resolving any issues before sending finalised timesheets to the bookkeepers for processing.

- Providing new employees with starter pack and ensuring the payroll accountant receives their documentation in a timely manner. Maintaining all current employee forms and contracts in employees personal file and up to date in payroll software and physical files for current staff.
- Keeping track of and monitoring holiday days taken, absences, leave and sick days. Making sure all holiday requests are officially approved through deputy and logged.
- Ensure Claire has approved final payroll each fortnight
- Ensuring weekly rota for shop team is completed by the Floor Manager two weeks ahead
- Recruitment of all FOH team members with the help of Floor manager
- Providing a full induction for new staff members, with help from floor manager to make sure they are comfortable and know where everything is including bathroom, lockers laundry cupboards, walk-in, first aid kit and Health and Safety/shop manuals
- Dealing accordingly with any staff issues.
- Making sure all appropriate staff members have their own set of keys and an alarm fob and the “Key Log” is kept up to date.
- Developing, improving, and updating all HR documents as needed, including: handbook, job descriptions, rules and policies and the intellectual property contract
- Keeping team up to date about any change in policies or procedures and making sure floor manager is enforcing these changes.
- Being the appointed person for first aid and passing on basic first aid advice to colleagues.

Staff Management

- Ensuring clear lines of communication with floor manager, Kitchen manager, events manager and that all are meeting their targets and making the most of their days. Offering support and guidance when required.
- Reading and actioning shop EOD notes each day and making sure suggestions and feedback are passed on to the appropriate parties. Keeping a log of changes and report of progress.
- Keeping a constant eye on staff behavior in the shop.
- Booking new staff members into the Allpress coffee training and ensuring all current staff have been to both available courses

Administration

- Keeping the Violet MacBook files clean and organized. All files are to be saved in appropriate folders in Dropbox and must be easily found upon request.
- IT – being the first port of call for any IT issues such as wi-fi failures. Contacting IT/Internet Supplier contact and having issues resolved as soon as possible
- Keeping all relevant licenses up to date such as the store front trading and food safety handling for kitchen staff
- Keeping clear and comprehensive end of day notes are emailed to Claire. Keep a working document of all projects and tasks.

Bespoke Orders

- Having a full understanding of the bespoke order process and working in tandem with events manager, overseeing work of the office assistant. This will include:
 - Oversee and manage the office assistant in processing celebration cake orders

- Having a good understanding of the week's orders \
- Being in constant communication with the kitchen regarding any large orders, bespoke orders to ensure smooth process.
- Developing and updating systems to reflect changes with operations. Finding the best solutions and communicating any changes to kitchen and shop team to ensure everyone is well versed.
- In the absence of the office assistant:
 - Answering calls and checking messages to phone lines
 - Taking orders and payments over the phone and in store when customer does not opt for online purchase
 - Checking info@violetcakes.com and ensuring all queries and requests are answered
 - Having a full knowledge of menu and allergens and confidently being able to offer recommendations and suggestions
 - Informing customers of cancellation policy
 - Dealing with complaints
 - Keeping a record of all wedding cake orders
- Ensuring all staff have a full understanding of menu.

Shop Duties

- Covering in the shop if no cover is available, reliving staff for breaks (alongside events manager and office assistant) and working on the floor one weekend day to manage staff and have an overview of weekend trade.
- Oversee the ordering of stock with the help of the floor manager
- Ensure the Rota is published at least two weeks in advance.
- Monitoring all staff availability – logging leave and unavailability dates in Deputy. Ensure all leave i.e. sick/personal leave and annual leave have been communicated through deputy for payroll each week.
- Checking that staff clock-ins/outs are completed throughout the week and resolving any issues.
- Checking in weekly about staff costs.

Shop and Building

- Maintaining up to date records of all contractors Violet uses such as builders, electricians and security and posting details in a visible place so they are available to all staff in emergencies.
- Making sure any building maintenance issues are addressed within a timely manner and recorded in Maintenance Log
- Appliances used in kitchen and building are maintained at a safe working condition - Calling the appropriate contact if anything needs looking at. Arranging electrical appliances and connections (including cords etc) to be checked as per council regulations
- Managing contract with cleaner and making sure weekly cleaning is kept to a high standard

Additional

- Handling any customer complaints in a friendly, professional and firm manner. You need to be confident with Violet's terms and conditions and policies.
- Providing information to the web design team and having a full understanding of the functionality of the website to be able to implement changes and update as and when needed.