

## **The White Lion, Ash Magna, Whitchurch, SY13 4DR**

### **Bar Operations Manager**

#### **Information Pack and job description**

##### **Overview**

The White Lion is a traditional 18th century building situated in the middle of the village of Ash Magna close to the market town of Whitchurch.

The White Lion will be North Shropshire's first Community-owned pub following its freehold purchase in early 2018 achieved through overwhelming public support to raise the funds to buy the pub.

We are looking for a Bar Operations Manager who really understands how important it is to be a part of the community, who is willing to maintain and grow our loyal local trade and help develop the business.

The successful applicant must understand the importance of quality and service standards while providing a welcoming and friendly atmosphere and ensuring that people have a great experience every time they visit.

The Bar Operations Manager will report to and support the Chef Manager taking delegated responsibility for the Bar operations and Front of House functions.

##### **The Free House pub**

The White Lion comprises of a bar and separate lounge. The lounge serves as a 24-cover pub restaurant. The atmosphere benefits from 2 open fires and there is scope to develop a front terrace seating area and open the rear of the property as a pub garden. The car park lies to the rear of the pub.

There is three-bedroom accommodation above the pub which may be suitable for the Chef Manager or the Bar Operations Manager.

Priority will be given, following completion of purchase, to install a commercial kitchen. The property will require refurbishment once funds are available. This may include expansion to the restaurant area and provision of disabled access and toilets.

In the meantime, the Bar Operations Manager will work with the Chef Manager and other staff/volunteers to ensure the pub continues to trade successfully within the current constraints and operating conditions.

## **Ash Villages**

The White Lion sits in the centre of Ash Magna which adjoins Ash Parva. Together they are known as Ash Villages and are situated in the middle of a mainly rural farming community.

There is a strong community spirit and, as well as the pub, there is a village hall, children's play area, tennis courts and a thriving bowling club. In season the bowling club members and visiting teams make good use of the pub.

There are no other public amenities or services in the village and no public transport.

## **More than a Pub**

We intend that The White Lion will offer a warm, welcoming and friendly atmosphere.

We have applied successfully for funding from the government's 'More than a Pub' initiative with a view to enhancing the range of amenities offered by The White Lion to the community, and thereby expanding the pub's customer base.

The initiative has an underlying community benefit and public health motive, aiming to support the physical and mental wellbeing of the local population.

Plans include a small shop and café and also facilitated coffee and lunch 'clubs' for elderly, disabled and isolated local people. We will also explore opportunities to develop a group to meet the needs of young teenagers and be a welcoming place to meet for young families.

We will encourage visitors to call at the pub including walkers and cyclists and will seek to develop organised walking routes which start and end at the pub

Part of the role will be to encourage in-house community-based events such as charity nights, pub games, quizzes, pub teams and other activities that will appeal to all members of the family and community. It is envisaged that many of these initiatives will be developed and run by local volunteers.

Fundamental to our 'More than a Pub' application is a proposed improvement to access for people with disabilities, who are currently poorly served. In particular, the toilets need to be reconfigured and modernised, and this work will account for most of the very substantial grant and loan we have been offered.

Looking further into the future, when the pub's core business has been re-established and grown successfully we would like to look into the viability of constructing a rear restaurant extension.

To deliver our vision and for the pub to succeed it is vital that we find the right team of staff. The Bar Operations Manager is a key role and the following are some broad guidelines on what the successful candidate is likely to offer.

## **Job Description/Key Responsibilities**

We are looking for a talented, outgoing, confident individual who is passionate about delivering for the community of Ash Villages the kind of pub that it deserves. The Bar Operations Manager will have the opportunity to help develop and evolve the pub services that are offered to the community.

Running the bar and front of house at the White Lion places you right at the heart of the local community and integrating with the locals will be essential in driving sales.

Part of the role will be to encourage in-house community-based events such as charity nights, pub games, quizzes, pub teams and other activities that will appeal to all members of the family and community.

The Bar Operations Manager will take full control of the day to day running of the bar and front of house.

### **Personal requirements**

You will be passionate about the industry and up for the challenge of being the driving force behind the bar of our community pub, developing the business through experience and knowledge.

### **Key Functions**

The Bar Operations Manager will be

- Very hands on, taking day to day responsibility for the running of the bar and cellar.
- Have delegated management responsibility for front of house and housekeeping operations.
- Contribute to developing and training a team of paid and volunteer staff.
- Responsible for stock and cost control.
- Responsible for achieving wet sales gross profit targets and working within the agreed budget and cash flow projections.
- Responsible for sharing the security of the White Lion, including opening and locking up the premises when required.

### **Personal Attributes**

The Bar Operations Manager will

- Have an excellent knowledge of and will demonstrate a passion for real ales and wines
- Have a sound knowledge of current sector trends
- Have great approach to outstanding customer service and the ability to create a warm, welcoming and friendly pub.

- Have an engaging personality, self-motivated, hardworking and hands-on approach.
- Have the ability to work unsupervised and have strong organisational skills
- Have the ambition and determination to succeed and expand the pub's business.
- Be a team player attitude is essential
- Work with the community to achieve our vision of "more than a pub"

### **Experience and Competencies**

To be successful in this role it will be preferable to have

- At least 2 years' experience in a similar role.
- A relevant British Institute of Inn-keeping (BII) or hospitality qualification [desirable but not essential]

### **Reporting and Accountability**

- The Bar Operations Manager will report to the Chef Manager
- The Bar Operations Manager will take delegated line management responsibility for housekeeping and front of house staff.

### **Benefits and Rewards**

Competitive salary and benefits

20 days paid annual leave plus bank holidays (to be taken in lieu)

Comfortable three bedroom living accommodation above the pub may be available

**To apply for this exciting role, please send your CV, plus in no more than 500 words, the reasons why you believe you are suited to this role, referencing the experience and competencies required for this post.**

**Email your application to [simonhamlyn@yahoo.co.uk](mailto:simonhamlyn@yahoo.co.uk)**

**Closing date for applications Thursday 8 March 2018**

**Interviews to take place on Tuesday 13 March 2018**