

Assistant General Manager

Storehouse

Job Type: Full-Time

Reports to: Group General Manager

Contract: Permanent

Hours: 40 per week

Salary: £34k per annum plus tips

As AGM, you will play an important role in the smooth daily operations of e5 Storehouse. You will oversee the FOH team and support the GM in all aspects of catering, events, training and ensure consistent compliance with hygiene and safety protocols. In the absence of the GM, you are expected to take charge and maintain operational continuity.

How we work

- *Positivity:* Maintain an optimistic outlook, inspire team members and create a positive work environment.
- *Energy:* Demonstrate high levels of enthusiasm and drive, motivate others through great leadership.
- *Resilience:* Adapt well to challenges, bounce back from setbacks, through constructive criticism and mutual support.

Key Responsibilities

FOH Leadership & People Management

- **Operational Supervision & Support:** Provide on-the-floor leadership to the FOH team, ensuring smooth daily operations and exceptional customer service delivery in alignment with the operational processes established by the General Manager and Operations Director.
- **Performance Feedback & Accountability:** Offer constructive feedback to team members and escalate significant performance concerns to the GM. Help foster a positive and accountable team culture.
- **Team Communication & Engagement:** Send regular communications to the team (e.g., via Slack) to inform them of upcoming events, deliveries, and operational updates.

Training, Development, and Process Management

- **Training Execution:** Conduct and manage staff training sessions based on the established processes and standards set by the GM.
- **Progress Monitoring & Effectiveness:** Monitor team progress and ensure staff are well-equipped to perform their roles effectively through continuous development and support during onboarding.
- **System Maintenance:** Maintain the Point of Sale (POS) system, including adding new products and updating pricing or descriptions as required.
- **Procedural Compliance:** Ensure daily checklists and opening/closing procedures are followed diligently and consistently.

Administrative, Compliance, and Inventory Oversight

- **Health & Safety:** Assume full responsibility for ensuring that all health and safety procedures are meticulously followed and maintained. Conduct regular checks to ensure compliance with hygiene, food safety, and workplace safety regulations.
- **Issue Reporting & Follow-Through:** Report any safety concerns or incidents promptly and ensure corrective actions are followed through to resolution.
- **Stock Control & Ordering:** Perform regular stock takes and maintain accurate inventory records. Place and manage stock orders to ensure appropriate stock levels while minimising waste.
- **Supplier Liaison:** Liaise with suppliers and resolve any order discrepancies or quality issues.

Cross-Department Coordination & Event Support

- **Strategic Reporting:** Complete weekly operational reports for the GM detailing staffing issues (sickness, lateness, performance), delivery issues, and quality concerns.
- **Event & Catering Support:** Assist the GM in the planning and flawless execution of caterings and events.
- **V&A Partnership:** Build strong working relationships with the V&A East Storehouse team to ensure seamless operation and alignment of objectives.
- **Operational Improvement:** Work closely with the GM to support operational improvements and strategic site initiatives.

Essential Requirements

- *A minimum of 1-2 years experience in managing a team of 10+ in the hospitality industry.*
- *Excellent customer service skills, including complaint resolution*
- *An adept problem solver with a can-do attitude*

- *Strong barista skills essential (a deep understanding of coffee and troubleshooting grinders/ espresso machines incredibly desirable)*

Employee Benefits

- *Staff lunch, coffee and tea every day*
- *30% discounts at all of our locations*
- *Discount at V&A museums*
- *Paid annual stagiaire days*
- *Cycle to Work scheme*
- *Plus many more staff perks and discounts with local partners!*

*e5 Bakehouse is an equal opportunities employer committed to ensuring an inclusive recruitment process. In line with the **Equality Act 2010**, we welcome applications from all backgrounds regardless of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation. Please let us know if you require any reasonable adjustments at any stage of the application process.*