

Job Description

General Manager

The General Manager will effectively oversee the planning, preparation and day to day running of their respective site. You will maximise business potential through a highly motivated and efficient team of staff and ensure quality is constant. Leading from the front, you will be the outgoing charismatic face of Pizzarova while on shift ensuring every customer has a great experience with us, and be responsible for inspiring and empowering your team so service levels are high at all times.

Key Responsibilities

- Responsible for the overall business performance of your restaurant.
- Analysing sales patterns, knowing your business inside out.
- Controlling cost of sales and labour spend.
- Achieving agreed budgeted financial targets.
- Recruiting, training, controlling and nurturing your team.
- Creating and executing agreed plans for growing sales and developing staff and sales.

Service

- Providing a visible bubbly presence whilst on shift.
- Ensuring service and product has the WOW factor every time.
- Motivating and inspiring the team to provide great service and have fun.
- Resolving customer feedback/complaints, turning it around.
- Believing and promoting what and how we do it (because it's damn good!), being an ambassador for Pizzarova.

Standards

- Ensuring cleanliness, health and safety and quality standards maintained.
- All due diligence completed on time.
- Ordering and stock is controlled.
- Overall, operational standards are compliant with company audits.



GENERAL MANAGER - NEW VERSION

Candidates must have experience managing large teams in a hospitality setting. Kitchen experience is preferred but not essential, as the role is very hands on and requires you to be in the Pizzeria slinging out high quality pizzas and training staff on all aspects of their development.

The Role

We're looking for a passionate General Manager to join our team who thrives on giving great hospitality to our customers and the teams they manage. A passion for good quality, locally sourced ingredients and a happy, team of people is the foundation of being a great leader in hospitality. If you're looking for a place to spread your wings and make your mark on a venue you're responsible for, Pizzarova is the place for you.

At Pizzarova, we don't have a dedicated pizzeria or front of house team. We like our staff to get involved in all aspects of delivering a great food experience and we provide plenty of training to get you up to speed in all aspects of the role. So this suits those who love to chat to customers but are also keen to get involved in the pizzeria side of things.

Our roles at Pizzarova are busy, but we strive to create an honest, energetic and low stress working environment at the core of everything we do.

Take some time in your application to tell us who you are, not just what you've done!

The role also includes a profit-share scheme based on performance of key metrics.

Responsibilities

- Ensuring staff are meeting food quality standards and health and safety standards.
- Bring a fun and energetic vibe to the shift, embodying everything it means to be a Pizzarova Manager.
- Manage and delegate a team of up to 9 staff, running lunch and evening services.
- Getting involved in all aspects of the role - from front of house, pizzeria, management admin and food preparation.
- Responsible for the management of cost of sales, labour and gross profits.
- Drive sales, efficiency and be a champion of great customer service.
- Hire, train and develop Team Members, Shift Leaders & Assistant Managers.
- Take ownership and autonomy of your site, using your experience and personality to make the biggest impact you can on our shops.
- Inventory ordering and stock counts.

What We Are Looking For

- Passion for making people happy, building a positive, energetic environment, and creating amazing pizzas every time.
- Experience in managing a team, 2+ years of hospitality experience preferred.
- Previous kitchen experience is not required, as full training is provided, but a willingness to learn is essential.
- High energy, positive attitude, and ability to work in a fast-paced environment.

Job Type: Full-Time

Pay: £35,000 - £38,000 per year

Expected hours: 35 per week

Additional Pay: Tips