

**Job Description**

**Post Title: Together Levenmouth** Hub – Assistant Manager

**Hours:** 35 hours per week including regular scheduled evening and

weekend shifts

**Type:** Permanent Post

**Reporting to:** Hub Manager

**Base Location:** Together Levenmouth Hub, 45 High Street, Leven, KY8 4NE

**The role**

The Hub Assistant Manager is responsible for the delivery of activities related to the operation of the Together Levenmouth High Street Hub with a focus on day-to-day staff cover and service design. The hub currently hosts two escape rooms, two crazy golf courses, a café, party room and a gift shop with the aim of being a key space in the High Street. As such we also provide tourist information and local information as part of ongoing community consultations. The post holder will be jointly responsible for all aspects of delivery and will ensure smooth running of any events whilst line managing all staff and volunteers. The successful candidate will be a natural leader with a tenacious and focused character. We are a Social Enterprise and the profits for this project will be fed back into the Levenmouth area so a desire to do good for the community is an important pre-requisite.

**Duties**

To assist the Hub Manager in being responsible for rostering, training, and supervising staff & volunteers.

To actively manage the Hub activity floor, staff and customers to ensure the best possible customer experience.

To engage with customers throughout each day, facilitating the high standard of their visit, educating on Together Levenmouth and associated Community Enterprise where relevant.

To assist the Hub Manager in completing 121 reviews with all staff, formulating personal development plans, training needs assessment, any workplace support documentation and in any formal management processes.

To carry out activities as required from the Hub marketing strategy and effectively promote the Hub and all activities

To demonstrably drive repeat bookings and sales from within the Hub, actively engaging with customers personally and through staff to educate on current offers / loyalty schemes and relevant promotions.

To monitor the web booking system ensuring it is being used effectively, updating the Hub Manager with trends, specific booking information and update web content when required

To engage with the community to increase our social impact

To assist the Hub Manager in identifying and developing new sales / partnerships / revenue streams

To ensure the Hub supports the Together Levenmouth purpose of attracting more visitors to Levenmouth

To oversee the running of the café and liaise with the Hub Manager in all aspects of food preparation, safety, hygiene, stock control and ordering supplies

To ensure all events are successful and all equipment is in good condition

To assist the Hub Manager in implementing and managing a stringent compliance framework incorporating health and safety alongside environmental health and employment legislation

To lead by example on exceptional customer service standards

To deputise fully for the Hub Manager when required

Managing stock inventory

Day-today operational management of the hub, its staff and customers.

**Personal Skills/Attributes**

**Essential**

Previous experience of working in a supervisory capacity or managerial role providing multiple services to the public in a retail or catering role.

Ability to engage with customers and staff daily to ensure effective promotion and sales of Hub activities during customer visits.

Experience of leading or managing staff

Rostering and effective time management of team members

Excellent customer service skills

Good problem solver and proactive to possible issues

Organisational abilities, report writing and numeracy skills

Knowledge of IT (Excel, Word, email, web content)

Excellent communicator at all levels, both written & verbal

Flexible and adaptable

High self-motivation and ability to motivate others

Ability to create & build positive working relationships

**Desirable**

Qualification or relevant experience working within events, hospitality, or tourism

Experience of stock management / EPOS systems

Barista trained

Previous experience of working in a café/restaurant

Social media / marketing skills

**General**

Attend meetings and conferences as deemed appropriate by the Hub Manager or which are directly related to the activities of programmes highlighted in the scope.

Attend training that has been agreed, primarily, through a Personal Development Planning process.

Undertake any other duties as requested by the Hub Manager that are in the “spirit” of the posts intent.

As an employee of BRAG Enterprises, the post holder will also be expected to contribute to the maintenance of a safe and healthy working environment. Successfully complete induction training and probationary targets.

Positively promote professional relationships within the organisation, with colleagues, with other professionals and agencies, and the wider community.

Positively promote the organisation and its services.

Fully participate in systems, which ensure full attention to confidentiality, equal opportunity, and anti-discriminatory practice.

Promote professional standards of service delivery in accordance with policies and procedures.

Ensure that all administrative functions appropriate to the post are carried out to a high standard, in accordance with stated policy and procedure and that appropriate records are maintained.

It is the nature of the work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description, can be undertaken.