



Assistant Manager	
Reporting to:	One Garden Kitchen (Restaurant) Manager
Working Hours:	Full - time (5 Days, 40 hours per week) over seven days including bank holidays.
Working Days	40 hours per week
Salary:	Up to £32,630
Annual Leave:	22 days leave entitlement

## Job Purpose

The Assistant Manager plays a key role in delivering an exceptional, commercially focused visitor experience across One Garden Brighton's retail and hospitality operations. Reporting to and supporting the Retail & Hospitality Manager, this role helps oversee day-to-day service, retail trading and team performance across One Kitchen, bar, terrace, coffee carts, retail spaces and pop-up offers.

The postholder will actively drive both retail and hospitality sales through excellent customer service, high visual standards and confident product knowledge. Championing a culture of *"exceptional service, every time, for everyone"*, the Supervisor will ensure consistently high standards of presentation, service and operational efficiency across all customer-facing areas.

The role will deputise for the Retail & Hospitality Manager when required and act as a visible leader across front of house and retail environments, supporting One Garden Brighton's ambition to be a leading visitor and destination retail experience.

## Duties and responsibilities of the job

### 1. Retail and Commercial Performance

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| a. Drive retail and hospitality sales through confident selling, promotions and customer engagement. |
| b. Maintain high standards of visual merchandising, product presentation and pricing accuracy.       |

c. Support stock control, replenishment, stock rotation and stock takes to minimise waste.
d. Monitor sales performance and feedback to support commercial targets.
e. Assist with seasonal ranges, pop-ups and new product launches.

## 2. Operations and Customer Experience

a. Deputise for the Retail & Hospitality Manager, overseeing daily front of house and retail operations.
b. Ensure the hospitality and retail teams deliver a welcoming, knowledgeable and consistent customer experience.
c. Engage confidently with visitors, offering product, menu and experience knowledge to enhance the visitor journey.
d. Resolve customer feedback and complaints professionally, escalating where appropriate and recommending improvements.
e. Open and close operations on a rota basis, following all procedures.

## 3. Team Leadership and Support

a. Supervise, motivate and support retail and hospitality team members.
b. Deliver daily briefings, allocate duties and support smooth service delivery.
c. Lead by example to promote professionalism and teamwork.
d. Support training and development of staff on service and retail standards.
e. Foster an inclusive, supportive and customer-focused team culture.

## 4. Systems, Compliance and Events

a. Support use of EPOS systems including tills, cash handling and reporting.
b. Ensure compliance with food safety, health & safety and licensing requirements.
c. Assist with hospitality and retail delivery during events and functions.
d. Work collaboratively with kitchen, retail and wider site teams.
e. Carry out other duties appropriate to the role as required.

## Qualifications / Skills / Knowledge / Qualities

It is crucial that the successful candidate shares our student focussed values, equality of opportunity and parity of esteem for staff and students.

### At Plumpton College we are:

- Ambitious and Progressive
- Enterprising
- Professional
- Passionate about everything we do
- Supportive

<b>Essential criteria for the post</b>
Excellent literacy and numeracy, with good IT skills.

Supervisory experience within retail and/or hospitality.
Experience of working or supervising small to medium sizes events such as weddings and corporate parties
Demonstrable experience driving retail sales and delivering excellent customer service in a high-footfall setting
Excellent customer service skills
First class interpersonal skills and be a confident communicator
Willing to work flexibly and ensure tasks are completed to a high standard.
Relevant food hygiene/ safety qualification Level 3
Positive work ethic
Ability to work under pressure and manage conflicting priorities

<b>Desirable criteria for the post</b>
Hold a Personal Licence to sell Alcohol (or be prepared to work towards achieving the qualification)
Hold a first aid qualification (preferred)
Full UK drivers Licence (preferred)

## CONDITIONS OF EMPLOYMENT

### Working Hours

40 hours per week annualised with flex up in summer months and flex down in winter months; with regular weekend/evening and bank holiday working.

Hours of work will vary but are generally based around the One Garden Brighton operating and opening times of 8.00am to 6.00pm, therefore some flexibility will be required to meet the needs of the business, so this will also include some evening working for functions and events and whole college promotional events. One Garden Brighton is open all year round seven days per week.

### Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 22 working days, plus 8 bank holidays. Annual leave is bookable subject to business needs and should be planned and agreed with your Line Manager.

### Continuous Professional Development (CPD)

This post will be entitled to CPD for skills updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

### Pension

The candidate appointed to the post will automatically become a member of the One Garden Brighton Pension Scheme and pay contributions as determined by annual salary levels.

### **Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

### **Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.