

INVERCARGILL LICENSING TRUST

MANAGER, **Waxy's Irish Pub**

POSITION DESCRIPTION

Introduction and Background

As Manager of **Waxy's Irish Pub**, full delegated authority is given to operate this business within wide parameters. There is ample scope for the Manager to bring his/her own personality to the position and develop the business for the future.

A key objective for the Manager will be to develop a team approach. Full support will be provided in specific areas by Head Office Executive - this would include financial, legal, human resources and marketing support where it is requested. Once again the emphasis is on team work.

Responsible for

- The total management function of **Waxy's Irish Pub** and all the responsibilities and duties this role involves.
- Full responsibility for the profitable operation of **Waxy's Irish Pub**. This includes achieving pre-determined financial budgets and the various elements within those pre-determined budgets.
- To ensure quality customer service is delivered to the highest standard.
- To ensure the interaction with customers creates a positive, professional image which reflects the highest standards of service within the Invercargill Licensing Trust
- To maintain the smooth and efficient day to day operation of the business so as to ensure maximum customer satisfaction.

Responsible to

The Manager is directly responsible to the Operations/Purchasing Executive. In addition a close working relationship will be developed with other Executives of the Trust.

Directly Supervises (responsible for)

All operational and ancillary staff involved with the day to day running of the Establishment on a day to day basis.

Core Responsibilities

Financial

1.1 Financial Budgets

Achieving pre-determined financial budgets includes working towards meeting sales budgets and associated cost control in that budget.

1.2 Cash Management and Accounting for all revenues received.

1.3 The preparation and maintenance of all financial records.

1.4 The maintenance and preparation of computer records and files.

1.5 The preparation of all reconciliations as directed by Executive.

2. **Internal Control**

The full responsibility for all aspects of internal control and the accounting function at **Waxy's Irish Pub**. This includes:

- a. The control of all stocks, provisions and stores.
- b. Safe custody, care and maintenance of all buildings and chattels.
- c. Effectively managing debtors and creditors.
- d. The verification and approval of all monthly accounts for payments.
- e. Ensuring all financial reconciliations are completed correctly.
- f. The maintaining of all records and financial returns as required by the Trust to be kept at such times and in such manner as may be directed and this includes the accounting for all stocks and monies received. It includes the effective management of existing establishment systems and the computer based systems operating at the establishment.

3. **Marketing**

To develop a strategic business plan for the property and to assume responsibility for the successful implementation of the plan.

Responsibility for effective marketing and promotion of the establishment, its services and facilities. It includes the promotion of sales growth in all markets.

4. **Quality Customer Service**

To maintain and build on the excellent quality and customer services currently provided, including the preservation of good public relations to develop total quality management programmes.

5. Staff Management, Training and Development

5.1

The control and effective management of all staff employed at the establishment. This process will include, amongst other functions, the following:

- Staff selection
- Staff Appraisal
- Staff development
- Disciplinary action
- Staff meetings
- Effective management of the Trust's computerised payroll system
- Adhering to the legislative requirements in respect of the Employment Relations Act and other employment related legislation

5.2 Training

To take full responsibility and manage all relevant in-house training activity and, together with Head Office Executive, working towards developing the human resource function at the establishment.

6. Operational Requirement

To take full responsibility for the management of all operational areas of the business.

6.1 Beverages

To ensure an efficient purchasing and ordering system is in place and maintained.

To ensure all selling prices are current and regularly updated and that liquor assessments are at an acceptable performance level.

6.2 Restaurant

This includes ensuring that menus and associated promotions are maintained at the level consistent with the standards set for the premises.

To ensure all selling prices are current and regularly updated and that food assessments are at an acceptable performance level.

6.3 The day to day running of the business will require the use of systems established including supervised duties as and when required:

- daily accounting procedures including reconciliations as required for accounting and auditing purposes.
- undertake correct telephone answering procedures efficiently and politely.
- advance reservations for the restaurant.
- systems required for accounting, cash and credit handling, debtors ledger
- filing, photocopying, e-mail.
- bankings, debtors reconciliations, checking and balancing of floats.

- general office and clerical tasks
- time sheets
- Ensure that all correct security procedures are implemented to ensure maximum safety and well being of staff and customers is maintained.
- Familiar with current fire drill practises and able to demonstrate full fire safety practises.

7.0 **Health & Safety**

Key Accountabilities:

The Manager is responsible for proactively ensuring there is a strong, healthy, Safety and Environmental culture within the Establishment.

Key Tasks:

- Become totally conversant with the Safety Manager software that has been developed to ensure our compliance.
- Provide support and resources for the Health & Safety Committee.
- Monitor health, safety and environment performance of staff and contractors to ensure consistent understanding of expectations.
- Action all health, safety and environment concerns in a timely manner.
- Report all serious harm accidents to the Operations Manager within two hours following the incident.
- Investigate all accidents and near misses in conjunction with staff and/or the Health & Safety Committee.

8.0 **Gaming**

Gaming is an extremely important component of our business and the Manager is expected to use all of his/her skills to manage this area successfully. This will require the Manager to work with the Marketing & Sales Manager to deliver an annual strategy that best suits the needs of the business. Effective marketing will result in good revenue and strong patronage. The Manager is expected to give gaming as much consideration, planning and attention as any other component of the business. High standards of interior presentation and service must be achieved and maintained.

The Manager needs to have a good understanding of all the rules and procedures relating to gaming as directed from both the Department of Internal Affairs and ILT. By its very nature gaming provides the business with large quantities of cash to manage daily. It is imperative that the Manager introduces procedures that enable him/her to secure this cash and minimise the risk of armed robbery, burglary, theft or some other loss.

9. **General**

9.1 Maintenance of the Property and Chattels

To ensure all buildings and chattels are maintained and cared for at an acceptable level and according to the plans directed by Executive and the Works Supervisor.

9.2

To ensure that fire, hygiene, safety and Sale of Liquor Act requirements are met to the highest levels.

10. **Such other Duties** as the Trust may from time to time direct.