

**Job Title: Assistant General Manager (AGM)**

**Reports to: General Manager**

**Responsible for: 1–3 managers, 30–90 team members**

To apply, please send your contact details and CV to [tgijobs@northgate-is.com](mailto:tgijobs@northgate-is.com) or T.G.I. FRiDAY'S Resourcing, Thorpe Park, 239 Thorpe Road, Peterborough, PE3 6JY.

### Overall Job Purpose

To support the General Manager in achieving the store vision.

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### Contextual Background

The T.G.I. Friday's brand was established in New York in 1965. In the UK today it provides an authentically American fusion of craveable food, drink, atmosphere and exceptional service.

Our continued commercial success is dependent on the quality of our product and service. This is measured through guest feedback, sales and profit.

It is only by recruiting and retaining the best people that the brand will thrive - this is a key priority for our managers.

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### Key Accountabilities

#### Guests

- Ensuring the delivery of Legendary Service to guests
- Identifying ways to improve the guest experience
- Resolving escalated guest issues
- Ensuring total product availability in their department(s)
- Delivering excellent product quality in the store

#### People

- Keeping managers and own team updated regarding brand and store developments and targets
- Management of own department(s) - ensure team understand the vision, motivate, develop, performance manage, conduct reviews
- Scheduling/rotas for store management team to ensure correct manpower levels (fully parred)
- Responsibility for Health & Safety compliance instore
- Recruiting high quality new team members
- Contributing to disciplinary procedures where necessary
- Communicating shift targets, expectations and plans
- Motivating team and resolving immediate people issues on shift

### Financial performance

- Supporting the GM in developing the annual store business plan
- Showing understanding of the store P&L and targets
- Knowing the key business performance measures and taking appropriate action to meet targets within their department(s)
- Managing an allocated margin to contribute to the P&L
- Identifying ways to drive sales and guest count

### Brand anchors, operational excellence, standards and legal

- Ensuring that everything within own department(s) complies with T.G.I. Friday's, store and legal requirements, standards and procedures
- Ensuring that shift running complies with T.G.I. Friday's, store and legal requirements, standards and procedures

### Other

- Taking responsibility for the store in the General Manager's absence

Running great shifts

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## Personal Qualities - Success Differentiators

### Results Driven

Focused on results and highly driven to smash targets. Continually reviews own performance and makes changes to do things better. Self-motivated, energetic and sustains effort in order to achieve exceptional business results.

- Driven to succeed and exceed challenging targets
- Takes personal responsibility for achieving successful results
- Self-motivated and energetic in approach
- Demonstrates capacity for sustained effort and hard work over long time periods
- Remains positive when faced with problems or setbacks
- Tenacious about exploring options to overcome problems or setbacks
- Seeks feedback from others on their performance and acts on this
- Enthusiastic about finding ways to learn and develop their own skills

### Engages People

Enthuses others, inspiring a positive attitude to work and arouses a strong desire to succeed among own team and co leagues by living the brand values. Builds rapport and communicates appropriately with people at all levels. Acts as a role model in their treatment of guests, employees and managers.

- Provides a clear and compelling vision of their departments(s)
- Clearly communicates team and individual goals, targets and expectations
- Involves others in a task or goal to encourage their commitment; encouraging their ideas and solutions
- Builds rapport by showing sensitivity to and understanding of others' beliefs, values, motivations and concerns
- Monitors individual performance and is proactive about giving constructive feedback and recognition
- Actively encourages the development and growth of others
- Communicates in a confident and compelling manner in all interactions
- Demonstrates a genuine commitment to exceed guest expectations

### Commercial Acumen

Proactively instigates departmental plans within the context of the store vision. Focuses on costs, profits, new business opportunities and activities that will bring the largest return. Knowledgeable about store performance and local competitors. Uses all available commercial indicators to help develop business. Identifies fresh approaches to improve business results.

- Keeps informed about brand strategies and store vision and uses this as the context for departmental plans
- Makes sound business decisions in line with the business plan
- Focuses on profit and bottom line results in addition to sales
- Analyses the departmental performance on an ongoing basis to proactively identify opportunities to develop business
- Seeks opportunities to learn from others to develop own commercial ability
- Keeps informed about local competitor activities
- Develops long term plans for own department ahead of time to maximize commercial results
- Anticipates likely pressure points and puts in place actions to respond effectively
- Delegates operational tasks where appropriate, in order to focus on tactical issues i.e. can stand back from day to day activities and see the bigger picture

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## Other Qualities

### Planning

- Makes effective short and medium term plans for own department(s) and store
- Proactively plans 3-6 months ahead to make best use of resources
- Is able to react to last minute changes to plans, to put in place immediate fixes

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