

Job Title: General Manager Designate

Salary: Highly Competitive + excellent benefits

To apply, please send your contact details and CV to tgijobs@northgate-is.com or Human Resources Manager, T.G.I. FRiDAY'S U.K. Ltd, 960 Capability Green, LUTON, Bedfordshire, LU1 3PE.

Role Overview

To support the General Manager in achieving the store vision.

Contextual Background

"A Great Place for Great People to do Great Work"

As a General Manager with T.G.I. Friday's U.K. Ltd you will be given full accountability for your business - the core purpose of which is to deliver a fun and memorable, restaurant experience to your guests.

So why work for us?

We take the time and care to develop our people's skills, making sure that you are genuinely challenged and supported in your role. In turn you will invest in your staff to keep them highly engaged, and they will pass their love of their roles and the TGI Brand on to their colleagues and - ultimately; to the guests.

What we are looking for in you:

A proven passion for hospitality and inspiring leadership!

If you can use your honed business skills to achieve a great working environment and clarity of direction to your team, drive sales forward and provide guests with a first class restaurant experience; you'll get back everything that you put into the role, and more!

Role Profile

Reports to: Operations Manager

Responsible for: 3-6 managers, 50-120 team members

Overall Job Purpose

To instigate and achieve Friday's vision within the store, and facilitate the implementation of the vision across the organisation.

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 and 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.

Key Accountabilities

Guests

Ensuring the delivery of Legendary Service to our guests

Identifying ways to improve the guest experience

Resolving escalated guest issues

Delivering product and service quality in the store

People

- Communicating the vision for the store on an ongoing basis
- Keeping managers and store team updated regarding brand and store developments and targets
- Overseeing the development and welfare of employees in the store
- Succession planning for store team
- Management of store managers (and administrator) - ensure they understand the vision, motivate, develop, performance manage, conduct reviews
- Scheduling/rotas for store management team to ensure correct manpower levels (fully parred)
- Recruiting high quality new team members
- Implementing correct disciplinary procedures where necessary
- Communicating shift targets, expectations and plans
- Motivating team and resolving immediate people issues on shift
- Coaching, mentoring and developing colleagues and peers outside the store
- Input to regional succession planning

Financial performance

- Defining the vision for the store to realise the T.G.I. Friday's vision
- Developing the annual store business plan, and reviewing this on a quarterly basis
- Achieving the store P&L targets
- Knowing the key business performance measures, analysing trends and taking appropriate action to meet targets
- Authorising discretionary spend
- Identifying and implementing ways to drive sales and guest count
- Supporting other stores in problem analysis and action planning

Brand anchors, operational excellence, standards and legal

- Ensuring that everything within the store 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

Communicating with 3rd parties and external bodies to build brand awareness
Identifying opportunities for brand development across the organisation
Running great shifts

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.

Engages People

Enthuses others, inspiring a positive attitude to work and arouses a strong desire to succeed among own team and colleagues 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.

Commercial Acumen

Proactively instigates store plans within the context of the brand strategies. Focuses on costs, profits, new business opportunities and activities that will bring the largest return. Knowledgeable about store performance, regional performance, competitor activities and the market sector. Uses all available commercial indicators to help develop business. Identifies fresh approaches and capitalises upon opportunities to improve business results.

Planning

- Makes effective medium and long term plans for the store
- Proactively plans 6-18 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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