

Chicken Cottage Unit Manager

Job Details

Location: TBC
Job Purpose/Aim: Manage the Chicken Cottage store
Reports to: Franchisee or Head of Operations
Supported by:

Job Description

You are the Manager of the store and will work with your team to plan for every potential opportunity, always keeping your finger on the pulse of what is happening in your community and with the competition; you'll always be thinking about what might help your team sell more; finding ways to improve operational standards and the customer experience. Your team will be clear on the sales goal for every shift and just as pumped as you are to smash those sales records, win incentives and keep the chickens flying.

You will:

- help develop, train, and manage your team be their best selves through daily on the job training and coaching
- care about making a difference to each team member's personal growth and development and supporting them on the right way to do things
- help build a team that knows how to have fun together even when the going gets tough
- celebrate and recognise your team for achievements, both big and small
- support head office by ensuring that all store responsibilities are completed to ensure the effective running of the store even when you are not on shift
- roll-up your sleeves and get stuck into the daily, weekly, and monthly business management for your store, develop growth plans and getting into the detail of what drives sales and profit
- ensure good practice around all financial procedures
- be trained and supported throughout your journey by the Operations team
- control costs including people deployment and making sure we're on target
- ensure the admin part of your role is consistently & accurately completed

What your day-to-day tasks would look like:

- Driving the whole operation as if it's your own business
- Ensuring the store is opened & closed to standard (cleaning, setting up & daily procedures)
- Daily checks that our HACCP system (Hazard Analysis Critical Control Points System) is accurately completed
- Manage your stock, (waste, usage, ordering, returns, storage) to control store profit
- Ensuring FIFO system is in place and immediately action any issues
- Have a hands-on approach to checking standards and lead by example with your team (never accept anything less than the highest standard of food)
- Responsible for the general health and safety of team and customers while the store is open
- Ensure and set the uniform regulations by modelling a great standard
- Flexible and "can do" attitude by mucking in and supporting teams on stations throughout the day
- Leading great customer interaction

- Managing the cash handling process which includes turning tills on & off, leading cash delivery, monitoring and filling up tills throughout the day and ensuring process & procedures are followed
- Report any issues such as antisocial customers, or inconsistency in food standards etc.
- Follow up any ER issues by documenting all conversations, investigation & disciplinaries
- Supporting the Head of Corporate Stores and delivering metrics
- Support the trial and testing of products, procedures or suppliers and feedback in a constructive manner

Manage and review the core processes, with a full review on Monday with check ins throughout the week:

1. Review the forecasted sales & profit
2. Cleaning rota is up to date
3. FSMF (Food Safety Management System) is up to date
4. Checking we are hitting gold standard
5. Chasing up any maintenance issues and logging any jobs
6. Review & training recruitment needs
7. Deployment of team members

What additional responsibilities and skills required:

- Implementing agreed solutions to step change performance
- Strong people management skills and operational expertise
- People focused with exceptional influencing skills
- Create clear and robust long-term succession plans to grow your team
- Have the ability to spot, recruit and nurture the very best talent to develop a “high performing” team
- Be able to understand and act on the restaurant performance
- Have the ability to engage, communicate and inspire both your team and senior management
- Ensure all above store routines, checks and processes are completed as required
- Drive sustainable profit growth within the business
- Ensure a sales culture at all levels with a specific focus on our sales enabling metrics – forecasting, (product) availability, deployment, and speed of service.
- Site Visits as required by the Operations Manager to identify new opportunities.
- Supporting the franchise estate with training, development and compliance.

Essential experience

- Must be currently working within a QSR operational role (store supervisor/management or training for example)
- Must have proven experience of training a QSR team