

MARAY

Job Title : General Manager

Site & Location : Maray, Manchester

Job Type : Full-time

ABOUT MARAY

Maray was founded in Liverpool in 2014. Our unique food and drinks are created and served with passion, creating unforgettable experiences for our guests. This has earned us a loyal following, and QVO Hospitality now have six sites across two cities, with plans for growth in the near future.

Care is at the centre of everything we do, we care about the experiences we create for our guests, and we care about the people on our team. We have passion for our industry, and seek to find like minded people to join our team who love to create and serve unique food and drinks. Honesty and integrity set the stage for our working culture as we recognise that giving and receiving feedback is what helps us grow.

JOB OVERVIEW

We are looking for a highly competent and experienced General Manager to join our Maray Manchester team. A Maray General Manager directs and inspires their team to succeed in creating unforgettable experiences and industry leading results.

They are accountable for managing guest experience, as well as the profitability, performance and overall compliance of their site. They are accountable for managing, motivating and developing their team, leading them in achieving company targets.

ACCOUNTABILITIES

Guest Experience

- To provide visible leadership to the team, driving and encouraging a restaurant atmosphere focused on creating unforgettable experiences.
- To lead by example in delivering genuine authentic hospitality to our guests.
- To monitor and reply to guest feedback, and implement change where necessary in order to enhance guest experience.
- To handle guest complaints in a professional and personable manner.
- To ensure the teams follow the SOPs in place, which contribute to delivering unforgettable experiences to guests.

Maintenance and Compliance

- To ensure the teams have the equipment required to do their best work, working in line with the budget set.
- To solve issues with maintenance in a swift manner, escalating issues where required to the Operations Coordinator.

- To drive operational excellence, overseeing daily operations to ensure the site follows the practices and procedures in place to operate in line with health and safety regulations at a 5 star EHO standard.
- To collaborate with the kitchen and bar team to optimise stock management and control costs.
- To ensure the restaurant is proficiently staffed and schedules are efficiently managed.

Profitability and Performance

- To lead the team in achieving their site targets.
- To ensure the site achieves its budget for wage percentage and GP.

Team Management and Development

- To recruit, onboard and train the team.
- To regularly check in with team members, having career conversations, enabling us to keep our rising stars engaged.
- To manage the team proactively, having ownership and self awareness of underperformance.
- To conduct regular 121 meetings with direct reports, delivering open, honest and professional feedback, with the understanding that feedback allows people to improve.
- To hold biannual performance reviews with the team.
- To foster a positive work environment that promotes teamwork, professionalism, and exceptional guest experiences.
- To devise and execute inspiring monthly staff meetings.

Maintain Key Community Relationships

- To have the commercial awareness and insight into how to drive sales for their site.
- To build relationships with key community influencers, who can assist in driving site sales.

QUALIFICATIONS AND SKILLS REQUIRED

- Outstanding leadership and management skills, including the ability to motivate and inspire a team.
- Proven experience as a General Manager or in a similar leadership role, preferably in a fast-paced restaurant environment.
- Strong understanding of restaurant operations.
- Proven track record in achieving sales targets and managing costs.
- Exceptional customer service skills.
- Excellent communication and interpersonal skills.
- Strong problem-solving and decision-making abilities.
- Experience in budgets, P&Ls and forecasting.
- Additional certifications such as First Aid or CIPD Level 2 are an advantage.
- Understanding of reservations systems, and EPOS, however full training will be given.

PACKAGE

Salary : £38,837.00 (Base) // £51,400.00 (Inc Service Charge, Tronc and Quarterly Bonus)

Hours : 45 per week, with time of in lieu granted for any overtime

Benefits :

- Enhanced Family Leave Package
- Quarterly Bonus Scheme
- Share Options Scheme (after two years of employment)
- Free Gym Membership
- Free Staff Food
- 35% Staff Discount for you and up to three friends
- Up to £500 Refer a Friend Bonuses
- Cycle to Work Scheme
- Loyalty Bonus (after two years of employment)
- Access to Wagestream
- Paid Professional Development Courses including access to WSET Level 2 & 3
- Partnership with Hospitality Action's Employee Assistance Programme
- Access to Employee Financial Wellbeing Training
- Invites to the best Christmas and summer parties!