**TEMPLATE – JOB DESCRIPTION**

**Manager**

Are you passionate about [tourism and hospitality]? Do you have excellent [people management experience]? We are hiring for a Manager, and we would love to hear from you!

At [insert name of business] we are passionate about [providing first-class customer service] and recognise that we can only achieve our ambition by attracting, recruiting, and retaining top talent. We will expect you to work hard and strive to ensure [the standards our customers expect are consistently achieved]. In return, as a valued member of the team, we offer a work environment where [no two days are the same]. Where we will invest in your development and provide opportunities for you to develop a career with us.

As our Manager you will work [insert number of hours] per week. You will be based at [insert location] [and have the flexibility to work from home X days per week].

The purpose of our Manager role is to [manage the day to day running of the business] and be responsible for [ensuring a consistent customer experience that will driving sales, result in repeat custom and achieve the ambitions of the business]. It is expected that you will deliver this through [developing a high performing team that strives to exceed customer expectations].

**Responsibilities and Duties**

You will be responsible for:

* [Managing and motivating the team.]
* [Making sure that business operations run smoothly.]
* [Ensuring that the customers experience is maintained at all times.]
* [Continuously looking to improve sales and service standards.]
* [Supporting and managing the performance of the team through regular training and development.]
* [Ensuring Food Hygiene standards and Health & Safety are maintained at all times.]

In the role of Manager, you will report to and have the support of the [insert job title of line manager]. You will lead the [insert name of team] team and work closely with the [insert the names of the teams this role will collaborate with] team(s).

**Skills and Experience**

The successful candidate will have [previous experience managing people in a customer-centric environment].

As well as being able to demonstrate:

* [Excellent communication, delegation and influencing skills.]
* [The ability to work on your own initiative and remain calm under pressure.]
* [Being able to motivate and inspire a team in a busy environment.]
* [A meticulous eye for detail.]

**Pay and Benefits**

We offer [a competitive rate of] [insert rate of pay, per hour/per month]. We also offer a wide range of benefits, including:

[X days holiday per year]

[X employers pension contribution]

[Flexible working]

[Employee assistance programme]

[Mental Health First Aiders]

[Private Medical Insurance with X for you and your dependents]

[Income Protection]

[Life Assurance and Personal Accident Insurance]

[Company sick pay]

[Medical leave]

[Occupational healthcare Service]

[2 days paid leave for volunteering each year]

[Share Incentive Plan]

[Leave Purchase Scheme]

[Cycle to Work scheme]

[Car Salary Exchange Scheme]

[Give as You Earn]

[Employee discount scheme]

[Free Parking Onsite]

[Free meals whilst on shift]

[Transport home]

[Externally accredited training and development opportunities]

[Long service awards]

[Learning & development programmes]

[Enhanced maternity pay]

[Enhanced paternity pay]

[Bereavement leave]

[Team events scheduled throughout the year]