

The Bell Inn (Bath) Ltd

An Industrial and Provident Society Co-operative

Job Pack: General Manager

“There is always something special about a room that’s had a lot of great music played in it – the notes seem to get stuck into the walls – this is certainly the case with The Bell – always a great atmosphere it’s a truly historic music pub and deserves national trust status – by far the most important Pump room in Bath” Andy Sheppard, International Sax Legend

1. Purpose

This document is for anyone who’s interested in applying for the job of General Manager at The Bell Inn. It’s intended to give you a bit of background to the pub, the people and the kind of organisation we are. It also contains the job description.

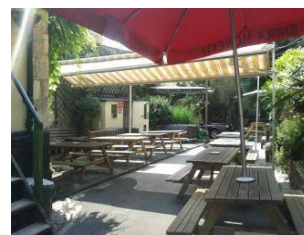
To Apply: please send your CV to Simon Emery at simon@thebellinnbath.co.uk.

2. About The Bell

The Bell Inn has been a coaching Inn and pub since the 18th century. We are a thriving award winning freehold pub and music venue in the heart of Bath, renowned for our music and the quality of the drinks we serve. We are at the centre of a long running and thriving artistic community.

In 2013 the pub was sold after 24 years of sole ownership. It was bought by 536 of its customers, staff, suppliers and friends old and new who set up an Industrial and Provident Society Co-operative (the “Society”) to buy it, each investing between £500 and £20,000. It was the biggest community pub buyout in the country and all because they wanted to ensure that it continued to be run in the spirit that they had come to love.

The owners (known as members) are represented by a Board of Directors who are elected each year and who set the strategy for the pub, oversee and guide.



The pub has around 25 part-time paid staff including a deputy manager (who runs a fine cellar), bar staff, handyman, book-keepers, cashiers, kitchen staff and cleaners. In addition there are a variety of people who populate the Bell and are employed freelance such as band booker, bands, performers, sound crew, stock takers, DJs, web and social media, IT support and accountants. There are rooms to rent upstairs (long term rentals), a function room, a garden, and believe it or not a launderette. More information is available from our website www.thebellinnbath.co.uk

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3. Who are we looking for?

We want a person who will manage a diverse team and be one of the main faces behind our bar, maintaining our unique feel, atmosphere and reputation as a leading wet-led, real ale and music pub. We are not an average pub so the person we are looking for is not average. For the right candidate this is simply the best pub job going.

We welcome applications from anyone who thinks they have the right background and experience. However we would particularly welcome applications from experienced pub managers or people who have held similar managerial positions.

Applicants should be in sympathy with and interested in the co-operative principles under which we were established. Our principles are those of voluntary and open membership, democratic member control, member economic participation, autonomy and independence, education, training and information, co-operation among co-operatives and concern for the community.

You'll be working with:

- The Customers. Many of them are the owners (Society members) too. And the wider community, including those who just like to drop in occasionally
- The Staff. Some of them are Society members too, and in a character community pub like this, they're the public face (and ear). We want you to become a friendly part of the furniture too.
- The Society, via The Board and officers
- Suppliers, some of whom are also members of the Society
- The Figures. Of course. The business is doing well, the members will also expect an annual dividend or to see profits re-invested. Financial reporting is crucial
- The Future. We're in this for the long term. Not changing the character doesn't mean standing still. We can go places together.

Person Specification - We are looking for someone who:

- Is passionate about the business
- Is friendly, sociable and welcoming to customers
- Is keen to work in an environment where quality matters
- Is experienced in managing a diverse team and building good relationships
- Is calm, polite, confident, self motivated, reliable and trustworthy
- Can prioritise and work unsupervised
- Is prepared to be hands on and muck in
- Will seek advice and support if unsure
- Understands the nature of our business model and society principles
- Can work co-operatively with/for a Board who oversee and set strategy
- Is an experienced communicator and understands the value of marketing
- Is financially literate and has solid experience of managing a budget
- Is computer literate – word/excel/social media

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4. The Job Description

Job Title	General Manager
Reports to	The Board of The Bell Inn (Bath) Limited
Works closely with	The Board and its officers, Staff, Customers, Members, Suppliers, Stock-taker, Band Booker, Web-master
Hours	Full Time: A limit of an average 48 hours/week
Holiday entitlement	5.6 weeks paid leave a year (including all bank holiday entitlements)
Salary	In the range £28,000 - £32,000 p.a. dependent upon experience
Bonus	Discretionary performance related bonus, as approved by The Board annually
Based at	The Bell Inn, 103 Walcot Street, Bath, BA1 5BW
Accommodation	Accommodation is not provided
Parking	There is no parking at the pub
Requirements	<ul style="list-style-type: none"> • Hold personal licence to sell alcohol: The General Manager will act as Designated Premises Supervisor • Have proof of right to work in the UK • Be a UK bank account holder • Must be prepared to live within reasonable distance of the pub

Key Objectives

- To ensure the smooth day-to-day running of the pub
- To maintain the unique feel and atmosphere of the pub
- To maintain our reputation as a leading wet-led real ale and music pub
- To welcome customers old and new and generally creating a good atmosphere for customers, members and staff
- To provide a positive front-of-house face for the Society and ensure that The Bell remains at the heart of the local community
- To manage the staff
- To manage the finances: improve sales and rigorously control costs in line with The Society's strategy and business plan
- To ensure appropriate communications at all times
- To identify opportunities for improvement and development

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Key Tasks and Responsibilities

Staffing

- Motivates and manages staff, cultivates a professional and enthusiastic team
- Identifies training needs and implements task-led training for all staff
- Maintains staffing at appropriate levels – including recruitment, rota management, deputy arrangements and succession planning
- Holds regular staff meetings and senior team meetings
- Deals with staff complaints and grievances in line with The Bell Inn IPS Co-operative policies and procedures
- Maintains staff records, including holiday and sickness absences
- Manages the day-to-day attendance of staff, in line with Society sickness and absence management procedures
- Ensures compliance with staff policies and procedures and ensures that these policies and procedures are up-to-date
- Ensures that relevant employment legislation is adhered to

Music and Events

- Maintains high standard of live music within the pub
- Liaises with the band booker on music policy and events
- Employs DJs and sound crew
- Organises events

Financial

- Builds sales and profitability in line with the Society's strategic direction and business plan
- Rigorously controls costs to ensure the continued profitability
- Keeps the Board updated on financial and operational matters, monthly at Board meetings and as required at other times
- Overall responsibility for the profit and loss performance of the Bell and implementation of key financial controls
- Prepares the annual plan and budget for Board approval
- Works within the agreed budget, reporting progress to the Board monthly
- Responsible for ensuring financial accounting and payroll information is up to date and securely backed-up
- Ensures that key reconciliations (e.g. stock, cash and bank) are completed on a timely basis
- Responsible for all aspects of stock management
- Responsible for orders of wet-lead and other products and negotiations with suppliers
- Responsible for all aspects of cash management at the Bell, including security
- Responsible for the Bell's payroll, ensuring that appropriate controls are in place
- Ensures that there are up to date financial policies and procedures in place

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Capital Expenditure

- Recommends future Capital priorities to the Board
- Implements Board approved Capital programme
- Reports progress to the Board on approved schemes

Day to day maintenance/Health & Safety

- Ensures that the pub is maintained adequately and safely
- Carries out and documents risk assessments to ensure staff and customers' safety
- Reviews and updates at least annually
- Maintains up to date list of prioritised planned maintenance

Innovation

- Recommends innovation and development opportunities to The Board e.g. The Love Lounge, Food sales, accommodation, garden, buildings, events
- Implements Board approved innovation and developments

Communications & Marketing

- Ensures day to day smooth running of the public website, facebook page, twitter and other social media
- Keeps The Board up to date with events, news and marketing

General

- Keeps adequate written/computerised records of actions taken
- Adheres to The Bell Inn procedures and policies
- Ensures compliance with licensing laws, data protection, Health & Safety and COSHH legislation and any other relevant legislation
- Maintains good relations with neighbours, local authorities, police
- Carries out any other duties as instructed by the Board

Delegated Authority

Within the budget the General Manager has full authority to manage, however prior Board approval must be sought for the following:

- Expenditure which has not been budgeted, is extraordinary or capital spend
- Changes to terms of key supplier contracts
- Negotiations with pub tenants or changes to tenancy terms
- New staff appointments other than direct replacements for existing posts
- Changes to staff rates of pay
- Change of use of any of the pub buildings
- Any decision which may change the character and nature of the pub