

Title of job Assistant Manager
Reports to Restaurant Manager
Area Operations



Role Purpose / Capsule

1-2 sentences explaining why the position exists and its major expected results or objectives

To ensure the restaurant achieves its KPI's through the development, management and leadership of the team.

Key accountabilities and daily responsibilities of the position in order of importance (3-8)	Level* Full/Partial/ Supporting
Ensure excellent customer service and brand standards are delivered through the team	Full
Ensure all customer complaints are responded to quickly and efficiently	Full
Develop and implement customer service initiatives that promote our vision and values	Partial
To take ownership of recruiting new team members whose values and behaviour reflect those of the business	Supporting
Hold regular team meetings as required	Supporting
Monitor and measure the performance of the whole team against their KPIs, helping them to develop in their career	Full
Champion the vision and values of the business	Full
Ensure high standards of presentation and cleanliness are met	Full
Take ownership of driving sales and covers supported by marketing and promotional activities	Full
Optimisation of set labour targets in alignment with productivity principles	Partial
Managing food and variable costs ensuring all the tools are in place to deliver on budget	Full
Ensure legal and company policies and processes in food safety and Health and Safety are understood and followed	Full
Keep the restaurant secure and manage cash and other tender in a responsible and legal manner, according to company policy	Full
Research the local market and competition	Partial
Ensure all end of week administration is accurate and completed to required company standard	Full
Contribute to the success of the business by carrying out any reasonable request from your manager	Full
Conduct regular performance reviews, meetings and appraisals with team members	Supporting
Assuming full responsibility for the restaurant and team in the Restaurant Managers absence	Full



* Full: means the responsibility is totally in the hands of the job holder, Partial: means that that decisions are shared with others, and supporting: means that the job holder supports others who have full responsibility for this area

Scope	Financial (Metric)	Financial (Values)	Non-Financial (Metric)	Non-Financial (Values)
	Sales Vs Budget Food costs Variable costs		QS FRA Mystery Guest HDWD E-Learning People Compliance	

Key Relationships

List in order of frequency of communications

Internal	External
Team members within your restaurant Restaurant Manager Operations Manager Restaurant Support Other Restaurant Managers within Area Regional Director	Guests PE approved suppliers Business network within local community

Competency/Behavioural Indicators

At PizzaExpress we follow the Schroder's frame work and for each role

General Overview – Key Points

- Able to plan and prioritise workload
- Excellent verbal and written communication skills
- Personable, friendly and highly proficient at building relationships
- Customer service focused
- Demonstrates PizzaExpress values



Education Qualifications, Skills and Experience Minimum knowledge requirements for the role: education (degree/qualification), experience (type) and knowledge/ technical skills	
Essential	Desirable
• Previous experience of working in a management role • Customer service experience	• Previous experience of working in a management role within hospitality • Previous experience of working in a branded environment • Experience of working to targets

Schroder's – Our behaviours	
Essential	Additional – Next level role development
Making it Happen Influencing Others Processing Information Inspiring Communicator Improving Performance Building Confidence Creating Empathy Growing Talent	

What is the global remit? Scope of application for the role holder's knowledge (typically geographies served by the role holder)	Breadth of knowledge:	
	X	Country
		Regional
		Global



To be completed by HR/Talent team				
Job Graded by	Date of Grading	Authorisation by	Class	Points Total

People Management Responsibility Direct and indirect reports		Number of people managed in total
		Team Member (individual contributor)
		Matrix Manager (formal project/ dotted line reporting relationship)
	X	Line Manager (People)