

THE CLINK EVENTS

Job Title:	General Manager Trainer
Reports To:	Director of The Clink
Areas of Accountability:	The Clink Training Kitchen & off site in Client premises or Events space
The Clink Events Company Vision:	The aim of The Clink Charity is to reduce re-offending rates of ex-offenders by training and placing graduates upon their release into the hospitality industry.
The Clink Events Company Purpose:	<p><i>Changing attitudes, transforming lives and creating second chances</i></p> <p>The charity represents a genuine opportunity for change and has developed an engaging and integrated training programme which gives prisoners a chance to gain professional qualifications whilst in prison, and supports them on their release in finding employment in the catering & hospitality industry. Prisoners have the chance to gain City & Guilds NVQ qualifications in food preparation, food service and food safety, as well as gain experience whilst working in a fine dining restaurant which is open to the public.</p>
Job Purpose within The Clink Concept:	An operational events management role to oversee and manage Clink events and its Training Kitchen, with the sole aim of reducing reoffending through training and assessing of Prison Learners and evaluating their progress.
Responsibilities: Training	<ul style="list-style-type: none"> • I am responsible for managing and executing Clink Events from point of enquiring, quoting, planning and executing events to a 5 star standard • I am responsible for organising staff from Centre Point (the homeless charity) to work at Clink Events and calculate monthly payroll information for the Finance Department. • I am responsible for ensuring clean downs at all events are thorough and any equipment and stock are brought back to Down View/ High Down • I am responsible for liaising with Finance to prepare invoices in a timely manner • I am responsible for stock taking and managing the Clink Events P&L • I am responsible for the event team of chefs/trainer and service staff (direct report) employed by The Clink • I am responsible for ensuring my team recruit up to 30 Prison Learners at a time in the training kitchen who all have 6 to 18 months left of their sentence to serve

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<p>Customer Service</p>	<ul style="list-style-type: none"> • I am responsible for ensuring that The Clink’s Five Step Programme is implemented by my managers and make certain that all our Prison Learners are following the programme • I support my managers in delivering high quality training to the Prison Learners in line with City & Guild NVQ qualification expectations/standards for Level 2 Food Service and Food Safety. I also train and support the Clink Event team in training NVQ City & Guilds Level 2 Food Preparation and in gaining and upholding their TAQA qualifications • I am ultimately accountable for ensuring that all of the Prison Learners work is up to date and logged in line with City & Guild NVQ expectations by my direct reports, and that all training is logged with the Training Administration Team and ready to be audited by the IQA • As the General Manager, I ensure that I lead by example in delivering training with innovation, creativity and flair, and ensure that the Prison Learners are taught and inspired by new techniques and industry trends by my team • I deliver training & coaching with passion and share my knowledge and love for food, great customer service, table presentation and service standards with both my direct reports and the Prison Learners. <ul style="list-style-type: none"> • I ensure my managers and their teams are supported via established and new coaching and training techniques, and that I take account of different learning styles and needs of the group and the individual, adjusting my style as appropriate
<p>Operational</p>	<ul style="list-style-type: none"> • I am ultimately responsible for ensuring that the entire restaurant operation is run on a commercial basis, serving up to 12,000 members of the public and prison staff every year, in order for the prisoners in training to gain valuable experience whilst gaining academic qualifications • I uphold and deliver excellent guest service skills in all my interactions, acting as a Clink Brand Ambassador, leading by example and challenging my managers and all our Prison Learners to maintain and exceed guest service expectations • I lead by example to my direct reports and the Prison Learners in creating a warm, calm and professional atmosphere of hospitality at all times; early or late, busy or quiet to provide a highly efficient and effective service, ensuring standards are maintained and guest needs are anticipated • During service I am clearly identifiable as the General Manager, supporting my managers and the Prison Learners, working the floor, resolving any issues that arise to guest and Prison Learner satisfaction and greeting our regular and new customers. I ensure no office administration happens between the hours of 12noon and 2pm. • I maintain responsibility for the overall strategic planning, development and success of Clink Events in collaboration with my management team, the Director of Events and the CEO. • I lead the management of our Clink Events operation and management competence so as to optimise and sustain our sales performance; whilst maximising customer satisfaction and engaging our Prison Learners in the completion of their training and qualifications • I build and maintain effective relationships across all internal departments, Reservations, The Clink Events, HM Prison Service and the local community, acting as a figurehead for the restaurant and driving improved productivity, turnover and profitability • I work closely with the Director of Events to identify and implement business opportunities which provide greatest return on investment aligned with The Clink Events Company strategy • I manage relevant reporting and analysis of the P&L within all allocated budgets to ensure cost effective goals are being met and surpassed, and that all associated administration has been completed correctly • I lead my teams to manage and minimise all risks of loss to the business in line with company objectives through accurate and detailed use of stock management systems • I am responsible for the correct charging of all clients..

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<p>Health & Safety</p>	<ul style="list-style-type: none"> • I ensure that The Clink Events team, Centre Point Team and Prison Learners are always well presented, clean, professional and wearing appropriate clothing at all times • I coach, train and supervise my teams in implementing and maintain the highest levels of presentation and housekeeping consistent with company standards • I am responsible for organising guest industry visits by our suppliers, and ensuring that their needs are met by my management team • I have overall responsibility for all food hygiene and health & safety within the events operation, and I ensure that I and my team lead by example in setting high cleanliness standards, best practice and routines to avoid accidents, food spoilage or waste • I am ultimately accountable for all systems, procedures and documentation needed to conform to prevailing Health & Safety, Food Hygiene and COSHH legislation and The Clink Events Company policies in accordance with best practice in the industry • I am responsible for ensuring that there is a representative of The Clink Events at each HMPS H&S Committee Meeting • I work with my direct reports to ensure all audits are completed on time in their areas of responsibility and that all training, quality, environmental and safety standards are met, maintained and exceeded in line with legislation and company policy
<p>Leadership</p>	<ul style="list-style-type: none"> • I actively manage the Prison Security Intelligence Reports (SIR) ensuring that the observation books are completed accurately and in a timely manner and are communicated throughout my team • I manage the events H&S Strategic Plan, and ensure my team and all Prison Learners are compliant in our H&S obligations to both Company and Statutory standards • I ensure that all H&S risks and concerns are flagged through the appropriate reporting channels immediately they become apparent • As a Senior Manager, I contribute to the overall management of The Clink Events and support other sites when necessary, and take on additional duties and responsibilities as and when required • I conduct weekly management meetings with my managers, the Support Worker and Reservations • I demonstrate strong and resilient interpersonal skills to support the business in any given situation • I cultivate strong working relationships through my influencing and networking skills to create effective working partnerships with both internal HM Prison teams and external partners • I am responsible for creating and maintaining a positive and engaging working environment in the training kitchen, as well as onsite, to build confidence, motivation and pride amongst my management team and the Prison Learners • I ensure that I manage my team and the Prison Learners in all aspects of performance management (using the red/green system) and employee development, ensuring all have structure, clear direction, goals and deadlines built within their training goals, and that they are given full regular and constructive feedback • I am a coach and constantly motivate my team and the Prison Learners to ensure their full potential and improve on their own performance • I undertake regular performance reviews and annual appraisals to identify the training needs of my team and I ensure that appropriate training is provided.
<p>Develops Self</p>	<ul style="list-style-type: none"> • I reward good performance and take action to address poor performance through proper communication and follow up. I collaborate with the Head Chef Trainer in recruiting and hiring Prison Learners, and work together to identify needs, set resourcing goals, plan for seasonal needs and balance the skills and experience needed in the restaurant. • I am responsible for ensuring that all new starter paperwork is completed, that all Prison Learners sign The Clink Events Compact, and induction & training plans are in place for all on their start dates

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	<ul style="list-style-type: none"> • I am able to work independently, under pressure and to tight deadlines. • I successfully manage through change and am able to adjust my priorities according to changing business need/requirements • I actively seek new ways of working to improve the running of the events operation and keep abreast of industry trends, innovation and legislation, bringing fresh ideas and inspiration to optimise kitchen, training and front of house operations. • I act with initiative and creativity in resolving issues and realising The Clink Events long term strategic goal of reducing re-offending rates • I actively seek learning and development opportunities to grow in experience skill and ability
Your Physical Environment and Health & Safety	<ul style="list-style-type: none"> • I move stock using the correct manual handling principles • I ensure the restaurant and training kitchen are safe at all times for staff, prison learners and visitors • I am knowledgeable of, understand and implement safe manual handling procedures and the Prison Fire & Emergency Procedures & The Clink Company procedures at all times
Ministry of Justice Vetting	<ul style="list-style-type: none"> • It is essential to pass the MoJ prison security vetting process in order to be able to draw keys, and adhere to all HM Prison Policies & Procedures
Technical Competency	<ul style="list-style-type: none"> • It is desirable but not essential to have a TAQA (assessing qualification) or equivalent and have experience of delivering training in the workplace Training Techniques and or Craft Trainer Award V1 Assessor would be desirable • Must have clean driving licence and be willing to drive to and from events in Clink Events vehicle or own vehicle • Designated Premises Supervisor (Liquor Licensee)
Knowledge & Experience	<ul style="list-style-type: none"> • Previous experience as a General Manager in high quality, fast paced commercial events business • Strong working knowledge and experience of managing high end service and cuisine • Strong personality with confidence to play a central role in the restaurant, its planning and execution of strategy • Comprehensive knowledge of the events, catering & hospitality industry • A good understanding of managing P&L and driving revenue • Previous experience of delivering training and successfully developing a team is essential • Strong leadership & people management skills, managing a number of reports and accountabilities is essential • Excellent attention to detail, calm under pressure and resilient • Able to work as part of a team and work on own initiative
Hours of Work, Pay & Benefits	<ul style="list-style-type: none"> • To work around the demands of the events business and plan days off accordingly • Pay as detailed in Offer Letter and Principle Statement of Terms • 25 days' holiday plus bank holidays • Company Pension Scheme • Free meals on duty

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Competency	Criteria	What we want to see	What we don't want to see
Passion for Food	<ul style="list-style-type: none"> • Shares their knowledge and passion for ingredients/dishes • Demonstrates and inspires creativity and innovation • Thinks and breaths guest service • Puts the customer's needs first • Is friendly without being overfamiliar • Works with attention to detail and structure • Shows a sense of pride in their work and their service • Is inventive and brings fresh ideas • Keeps abreast of industry innovation & trends • Confident to ask for support in difficult situations 	<p>Talks provenance, seasonality, foodie trends & sustainability</p> <p>Talks with passion & technical skill</p> <p>Nothing is too much trouble</p> <p>Forward thinking</p> <p>Polite & engaging</p> <p>Detail matters</p> <p>Pride in their work</p> <p>Generates new ideas / uses initiative</p> <p>Talks with knowledge/passion about trends</p> <p>Professional / Calm approach</p>	<p>Little or no passion for food</p> <p>Doesn't discuss technical innovation /no passion</p> <p>Misses service opportunities</p> <p>Acts only when asked or directed</p> <p>Unfriendly / Overfamiliar</p> <p>Thinks okay is good enough</p> <p>Messy / Untidy</p> <p>Accepts the norm</p> <p>Disinterested</p> <p>Nervous / Flustered</p>
Communication	<ul style="list-style-type: none"> • Able to express themselves clearly • Speaks with confidence • Says what they mean respectfully • Listens to understand • Is genuine (when they speak) • Open to giving and receiving feedback • Conscious of their impact on people's feelings when engaging with others • Able to explain complex or detailed information and interpret/simplify to help others understand 	<p>Clear communication & easily understood</p> <p>Positive approach / Smiling</p> <p>Respectful of others</p> <p>Questioning politely</p> <p>Open body language / smiling / listening</p> <p>Gives & accepts feedback</p> <p>Listens to others / Aware of others body language</p> <p>Recognises different learning styles and adjusts their communication accordingly</p>	<p>Unclear communication</p> <p>Unsmiling / Negative approach</p> <p>Disrespectful / Insensitive</p> <p>Accepts the norm</p> <p>Closed body language</p> <p>Resistant to feedback</p> <p>Talks over others / Sarcastic / Uses humour inappropriately</p> <p>Unaware of different learning styles or individual needs</p>
A Role Model	<ul style="list-style-type: none"> • Proud & committed to the rehabilitation of ex-offenders • Brings energy & confidence to their work • Wants to do their best • Takes the initiative • Shows high standards of appearance & personal hygiene • Takes ownership for the completion of tasks / service • Actively seeks to develop themselves & learns from mistakes • Able to manage emotions in stressful/pressurized situations • Is organised and adaptable to changes in priorities 	<p>Professional & Knowledgeable about The Clink vision & values</p> <p>Shows energy & pace</p> <p>Goes the extra mile</p> <p>Exceeds expectations</p> <p>Well-presented / clean</p> <p>Ownership / Hands on</p> <p>Shows a keenness to excel</p> <p>Calm / Professional / Organised / Positive</p> <p>Achieves consistently high standards</p>	<p>Just here for the job/money</p> <p>Lacks energy / pace</p> <p>Content with low standards or is inconsistent</p> <p>Shows minimal effort</p> <p>Scruffy / Unkempt</p> <p>Blames others / Hands off</p> <p>Needs close supervision</p> <p>Flustered / Stressed</p> <p>Struggles with a change in task</p>
Team Work	<ul style="list-style-type: none"> • Strives to develop a strong team of Prison Learners • Shows respect for all 	<p>Passionate about investing time & knowledge with the Prison Learners</p> <p>Respectful</p>	<p>Just a job mentality</p> <p>Ignores others /Moans / Complains / Makes excuses</p>

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	<ul style="list-style-type: none"> • Is reliable and on time • Supportive of others • Brings a positive attitude to the day's work • Not frightened of working hard • Builds productive relationships • Cares about others needs 	<p>Punctual / Reliable Helpful / Understanding Positive / Engages with others Resilient / Dedicated / Hands on Supportive / Helpful / Inclusive Listens / Shows respect / Patience / Acts as a coach and role model</p>	<p>Late / Unreliable / Poor timekeeper Intolerant of others Isolates self from team / Negative outlook Minimal contribution Disinterested / Loner Thinks of themselves first / Adopts a style of do as I say not as I do</p>
Leading & Developing Potential	<ul style="list-style-type: none"> • Empowers and inspires Prison Learners to achieve their personal best • Recognises and celebrates contributions and achievements • Is consistent in management style and approach • Takes ownership for their actions • Manages performance and behaviour in an effective and fair manner • Generates trust and confidence in others • Ensures the principles of equality & diversity are embedded in the team • Recognises when they need to seek guidance and support • Spots potential & seeks out development opportunities • Shows patience, support and addresses all learning styles • Helps others to find and use their strengths • Solicits and provides regular and constructive feedback • Encourages all to do their best • Provides opportunities to learn • Is engaging and encouraging 	<p>Motivating / Inspirational / Delegates effectively</p> <p>Supportive and encouraging Open and listening management style Takes responsibility Fair and approachable</p> <p>Honest / Trustworthy Unbiased</p> <p>Self-aware / open to feedback Actively develops others Supportive / Patient / Recognises the individual Works in partnership Listens / Provides positive advice Motivating Proactive through delegation Engaging / Encouraging / Positive</p>	<p>Disinterested / De motivating</p> <p>Ignores or unaware of contributions Closed defensive management style Blames others Unreasonable / Directive in management style Inconsistent and/or shows favouritism Unreliable / Dishonest Allows personal bias to affect decision making</p> <p>Over confident in own ability/ Doesn't listen Chooses not to take up opportunities to develop Unsupportive / Impatient / task focused Unaware of individuals needs Uncommunicative / Criticises Demotivating/accepts average/poor performance Controlling Closed management style / negative</p>
Results Orientated	<ul style="list-style-type: none"> • Understands the relationship between people and profit • Thinks strategy and works with the goal/objective in mind • Has a business plan to grow profit and reduce ex-offending rates • Celebrates successes and learns from mistakes • Spots opportunities, thinks creatively, and introduces innovation • Shares the vision and leads through others • Is an industry expert and is abreast of all trends 	<p>Manages profit thorough their people Forward thinking/ sets the objective/Proactive Planned & organised</p> <p>Rewards others / adapts and changes Innovative / Creative thinker</p> <p>Communicates strategy & leads within the team Acquires and shares industry knowledge / trends</p>	<p>Places too much emphasis on achieving the task Reactive Unplanned / Disorganised</p> <p>Takes the limelight / Self centred Accepts the norm</p> <p>Closed communication style / acts independently Unaware of industry knowledge/ trends</p>
Organised & Planned	<ul style="list-style-type: none"> • Able to allocate time and / or resources to tasks • Uses time management to prepare & meet deadlines • Sets clear and realistic goals • Determines commercially relevant targets • Adjusts priorities with changing circumstances 	<p>Provides structure Utilises time management Uses SMART Prioritises with business need in mind Adaptable to changing priorities</p>	<p>Unstructured approach No time focus Unclear direction /No use of SMART Unable to select tasks / uncommercial Inflexible to change</p>

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	<ul style="list-style-type: none">Effectively manages task load and prioritises accordingly	Efficient / Forward plans	Ineffective / Reactive / Unable to rank tasks
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