

JOB DESCRIPTION

FOR MANAGER/COUPLE

THE BLUE BELL PUB-CAFÉ, LYNN ROAD, STOKE FERRY, NORFOLK PE33 9SW

Proposed starting date: 22 November 2021

Salary: Negotiable, starting at £20-25,000/annum. This salary is dependent upon experience, single or couple applicants, and with the opportunity of performance enhancement/bonus and annual review.

Accommodation: A new, spacious, modern 1st floor flat is being created and it is preferred that this is a 'living on the premises' position.

CORE RESPONSIBILITIES

The position of Pub Manager involves a wide range of responsibilities including strategic thinking, event planning, financial management and customer service:

- Assist with the promotion of The Blue Bell to ensure recognition as a community operated pub, liaising with the Stoke Ferry Community Enterprise Ltd Committee and its Chairperson or delegated Committee member.
- Liaise with the cook/chef at the Blue Bell and oversee day-to-day and event beverage and food operations.
- Report to the Management Committee on the financial and community performance of the pub and make proposals to improve performance, set targets and continually improve the business and its sustainability.
- Overall responsibility to ensure all staff and volunteers create a welcoming environment and correct ambience, which will contribute to achieving the highest professional standards.
- Undertake administrative tasks efficiently and effectively.
- Manage budgets and maintain statistical and financial records.
- Cash management and reconciliation with accuracy and high levels of security,
- Be aware of changing relevant legislation, particularly with regard to Food Handling Standards and Health and Safety.
- Liaise with the Management Committee concerning the development of menus, events and community services
- Adhere to Health & Safety regulations and ensure all staff and volunteers adhere to the same.
- Ensure compliance with licensing laws.
- Ensure that the necessary security is in place.
- Liaise with suppliers, licensing authorities, environmental health, sales representatives, and the police.
- Ensure familiarity with all HR policies & procedures; with special emphasis on Safeguarding of Adults & Children, and Equality, Diversity & Inclusion.
- Serve our customers and be the public face of a community enterprise.
- This list is not exhaustive and other duties and tasks will be performed at the discretion of Management Committee.

Blue Bell Stoke Ferry - Manager Information Pack

OPERATIONAL RESPONSIBILITIES

- Assist the Committee with the preparation of annual budgets and staffing levels, adhere to these and encourage staff to be aware of the parameters.
- Ensure that all systems, including the building, equipment and fixtures are effectively maintained with high standards of cleanliness, safety and security. Create and maintain a 24hour contact list of emergency service providers.
- Implement and review standard operating procedures to continuously improve the business.
- Liaise with outside contractors and suppliers.
- Ensure that all invoices are carefully checked against delivery notes and any anomalies resolved with the supplier before payment.
- Prepare staff wages.
- Pay agreed volunteer expenses.
- Carry out Health & Safety, and Risk Assessments.
- Adhere to stock control and re-stocking procedures and ensure that all staff and volunteers also adhere to these.
- Be proactive in putting 'greener', environmentally-friendly practices into the Blue Bell's operational practices.
- Ensure and accept responsibility for the resolution of all challenges and enquiries directed to you by customers and staff, whether resolved personally or with assistance.
- Ensure that the agreed opening and closing procedures are completed in accordance with policies and procedures.
- Support volunteers in the organisation with the delivery of community services and events and the use of pub premises for community purposes.
- Develop events and promotions to drive income growth.

MANAGEMENT OF STAFF & VOLUNTEERS

- Assist and advise with the recruitment of staff and volunteers.
- Recruit, fully induct, and ensure on-going training of staff and volunteers to improve levels of knowledge, confidence, ability and an understanding of the ethos and vision of the Blue Bell.
- Carry out annual appraisals and regular Health and Safety training and record in individual files.
- Establish acceptable standards of discipline as agreed with the Business Manager and Committee and apply these with fairness and consistency, without inhibiting innovative thought and contributions.
- Prepare and monitor staff rotas to meet business needs, providing adequate cover at all times.
- Mentor staff and volunteers when appropriate, observing confidentiality of all spoken and written personal information.
- Ensure that all staff and volunteers are made fully aware of all forthcoming events, promotions, and menu changes.
- Ensure that all staff members and volunteers are punctual and that their duties are carried out to a high standard.

Blue Bell Stoke Ferry - Manager Information Pack

LIAISON, COMMUNICATION AND MEETINGS

- The Chair, or an agreed representative from the Management Committee, will be your immediate point of contact and operational supervisor.
- As a manager you will recognise when small issues could escalate into a more complex problem and, where necessary, you will use the resources of the Management Committee team to help resolve issues at an early stage.
- At least initially, email monthly reports to the Management Committee.
- Establish and maintain effective internal communication systems, organising regular staff and volunteer meetings to encourage their views and feedback.

PERSON SPECIFICATION

ESSENTIAL

- Confidence
- Reliability
- Resilience
- Excellent interpersonal skills
- Ability to lead by example at all times.
- Strong organisational and communication skills, combined with energy and determination to achieve high standards of service.
- Ability to recognise the needs of all members of our community and to re-establish the Blue Bell as a fantastic pub-cafe within the village and surrounding district; one that is open to all our community for cultural events and meetings as well as being a general meeting place.
- Ability to lead and motivate varied personalities and teams of paid staff and volunteers with a consistent and positive attitude.

DESIRED

- Previous experience in the hospitality industry.
- Previous experience in, or exhibiting an understanding of, a not-for-profit/community enterprise.
- Previous experience in starting or being involved in a new or early-stage business.
- Ability to demonstrate an understanding of equal opportunities in a pub-café setting.
- Ability to resolve disputes, recognise effort and maintain high morale, to ensure low staff/volunteer turnover.
- Interest in latest technology and how it could benefit the Blue Bell's community business.

BACKGROUND

Would you like to run a unique and historic pub in a pleasant and attractive Norfolk village?

A pub-cafe that is community-owned, fully refurbished and ready for business?

If so, you may have found what you're looking for in The Blue Bell Pub-Café!

We believe that pubs are vital assets to their communities for the long term. The Blue Bell is owned by **Stoke Ferry Community Enterprise Ltd** (SFCE Ltd), a community benefit society created to operate the Blue Bell on a managed basis. Its purpose is to ensure the pub-café is run in accordance with the Society's aims and values including;

- *Commercial viability ~ a thriving community pub-café*
- *Community Value ~ for the wellbeing of all*
- *Green Credentials ~ for a sustainable business*
- *Diversity and Inclusivity ~ for safe communities*

As a community run pub-cafe, it offers the potential for a genuine and long-term business partnership which is widely supported by the village and the surrounding district. We have over 400 shareholders who have invested in the pub, plus the full support from our friendly, proactive Management Committee.

SFCE Ltd: its Organisation and Structure

SFCE Ltd is set up and structured in the following way:

Community shareholders: Shareholders, customers and the local community who have an interest in the successful running of the Blue Bell.

Management Committee: Responsible for the overall running of the company and the Blue Bell in line with the Society's governing document, aims and values.

Liaison Committee Member: Ensuring provision of the pub's operation on behalf of the Management Committee and in line with the Society's aims and values; compliance with statutory obligations and providing controls on costs and revenue.

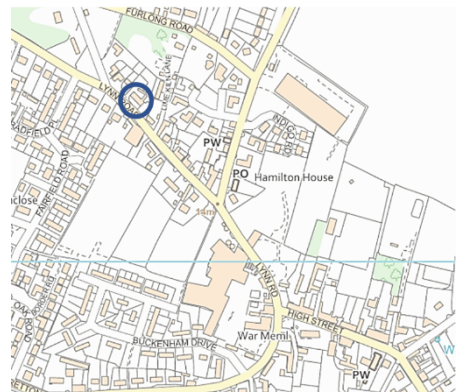
Pub Manager/Couple: Managing the day-to-day operation of the Blue Bell; both delivering the day-to-day services of the pub and developing community engagement and services.

Blue Bell Stoke Ferry - Manager Information Pack

Location & Description of the Blue Bell

The Blue Bell is in the village of Stoke Ferry which lies approximately 6 miles southeast of Downham Market, 27 miles north of Bury St Edmunds, and 10 miles west of Swaffham. Stoke Ferry is identified as a 'Key Rural Service Area' which helps to sustain the wider rural community through its role as a commercial and social centre.

It is centrally positioned at the junction of Boughton Road and Lynn Road. Lynn Road being a main thoroughfare through the village. The Blue Bell is close to the A134 from where there is good road access from neighbouring towns and villages.



The village is also the centre of several local circular walks and bridleways which connect Stoke Ferry to nearby villages and the beautiful River Wissey. National Cycle Route 30 also runs through the village and provides an east/west connection

Located on the edge of The Brecks, one of the most important wildlife areas in Britain, the Blue Bell benefits from the nearby attractions of Thetford Forest Park, Weeting Heath Nature Reserve, Centre Parcs Elveden Forest and the National Trust's Oxborough Hall. There are further tourist attractions nearby; two coarse fishing lakes, a large caravan site, and an open farm. While, within the village, there is also many holiday accommodations.

Description of the premises

NB At the moment of writing we are working towards the following description of the Blue Bell. We aim to complete the renovation to the building and gardens by the end of November, 2021.

The Blue Bell is a traditional village 'local tavern' with a contemporary country feel; a 2-storey detached property of brick construction with flint stone rendering to the front, under a pitched tiled roof with extensions to the side and rear of the main building, mainly single storey under hipped slate and tiled roofs. Built around 1794 the pub is in the village's extensive conservation area and remains an important unlisted building.

Since its purchase by Stoke Ferry Community Enterprise Ltd in July 2021 the premises have undergone a complete refit. It is envisaged that the restoration of the Blue Bell will be completed by the first week in December, 2021.

Internally:

Basement: Beer cellar with dray chute.

Ground Floor: Entrance porch. Open-plan lounge bar. Kitchen area. Ladies and Gentlemen's WCs. Accessible unisex WC with baby changing facilities. Rear semi-automatic accessible door to rear garden.

Blue Bell Stoke Ferry - Manager Information Pack

1st Floor: Accessed by a stairway. Comprising of a double bedroom, guest room, lounge, kitchen, bathroom with shower.

A sprinkler system has been installed through out the kitchen, bar and living accommodation areas.

Externally:

Large car park and grounds. The garden is in two sections; a front garden with seating and planters and a large side garden with a flower border, fruit trees, and a 25m² children's play area.

The Blue Bell closed in March 2018. It was then purchased by a new owner in July 2019 who's objective was to sell the property for private development. The local community was devastated by this decision, and it wasn't long before a committee was formed to **'Save the Blue Bell'**. It received immediate support and, during the COVID pandemic restrictions, over £280K was raised enabling the committee to eventually purchase the pub.

The deal was finally done on 39th June 2021, when we received the keys, and since then, we have been focused on restoring the pub to its former glory as a 'go to' pub renowned for great beer and fantastic pub food.

Our team is working hard to do **everything** we need to do to open the doors for business for the festive season at the end of 2021.

The plan is to re-open a **completely renovated café bar** which will offer services and facilities that include:

- ✓ *An accessible bar and eating area capable of serving around a dozen tables*
- ✓ *Good food which is accessibly priced for all members of the local and wider community*
- ✓ *Extensive and accessible gardens with space for around 12 table benches*

Just as importantly, our pub offers a **unique career opportunity for the right person/couple** which will actively follow the ['More Than a Pub'](#) principles:

- ✓ *A unique management opportunity to really help shape the development and growth of the pub-cafe*
- ✓ *A great location in the attractive and historic town of Stoke Ferry, the pub is located a few minutes' walk from the village's historic core*
- ✓ *The unquestionable support of a friendly and pro-active local community and the desire to work closely with you to fully develop the pub's potential as a community hub. **We are all determined to see you succeed!***

Our Vision

Reopening the Blue Bell and making this a success, we see as only the beginning. While the Blue Bell is a medium-sized pub the garden space that is available has enormous potential to

Blue Bell Stoke Ferry - Manager Information Pack

further develop the pub-café into a community hub. The vision is to develop the pub and gardens into new and innovative areas for the village:

Our Vision Statement

The Blue Bell believes in the power of community-owned pubs to help transform rural villages into thriving, healthy, safe, and sustainable communities.

Our Mission Statement

The Blue Bell is a community pub-café. Owned by and run for the community it strives to be a shining beacon of a hospitality-focused hub where people of all backgrounds; and families, friends, and groups of all shapes and sizes; can meet, connect, and feel supported; all the while enjoying great food and entertainment. The Blue Bell is committed to playing an active role in achieving the shared vision of the wider community pub movement.

Everything our Society earns will go to making sure The Blue Bell fulfils its vision, **together with your vital support and input**, which, in turn will help make the surrounding area a better place to live.

We see a bright future for pubs, owned and maintained by communities who treasure them, boosting the local economy and providing jobs for local people. **We're looking for a managing partner to help make this happen.** If you share this vision and can help build a business that benefits the community as well as yourself, this could well be you.

If you like the sound of this and think you'd like to build a great pub-cafe and community hub business with us, please do complete and return an application form. For more details, the full business plan is available on our [website](#) and we would welcome your thoughts on this exciting project.

We'll be very happy to sit down with you and discuss in detail your ambitions and where we are now.

But first, we need to know a bit more about you. **We have a simple recruitment process:**

- 1. Please download the recruitment pack and, if you would like to apply, please complete and return the application form to info@bluebellstokeferry.org.*
- 2. On receipt of your application form, we will contact you as soon as we can, aiming at within a week.*
- 3. For successful applicants, we will be holding first interviews later in mid-October, 2021*
- 4. We anticipate that our new Pub Manager will be appointed and be helping with our launch plans by the end of November, 2021*
- 5. Please understand that whilst we endeavour to deal with all enquiries as quickly as possible, please understand that we cannot guarantee a personal reply to all applications.*

Thank you for your time and interest in The Blue Bell. We are very excited to be recruiting our first Pub Manager and we look forward to receiving your application(s) and meeting you soon!