



Restaurant Manager

About Novellino Brighton

Novellino Brighton is the only Kosher restaurant in Brighton and Hove. During the day, we operate as a contemporary café serving delicious breakfasts and lunch, and in the evening becomes a bistro restaurant serving a fusion of Middle Eastern and Mediterranean cuisine. Our Deli is located next to the restaurant and sells a range of traditional Kosher products. We also operate a bakery, making fresh bread, cakes and pastries on a daily basis.

We are open on Friday night and Saturday day (Shabbat) only for pre-booked meals and often have large group bookings at the weekend. The restaurant is located next to our events space; we have a range of activities and events taking place across the week. All food and beverage for BNJC events is supplied by Novellino Brighton.

Novellino Brighton is located within BNJC, a Jewish community hub aimed at revitalising Jewish life in Brighton and Hove. BNJC also comprises of Shoreside Nurseries, Pro Fitness Gym, a Co-working space and events spaces. The site is shared with the Brighton and Hove Hebrew Congregation (BHHC) who operate the Synagogue and Mikvah.

Job profile

Job title: Restaurant Manager

Reports to: Head of Novellino Brighton

Salary: £30,000 per annum

Hours: 40 hours per week across a 7-day period. The post-holder will be required to work some evenings and weekends.

Annual leave: 33 days per annum, inclusive of all Bank Holidays.

Location: 29-31 New Church Road, Hove, BN3 4AD

Start date: August 2024

About the role

We are looking for an enthusiastic and customer-focused Front of House Manager to manage day-to-day operations at Novellino Brighton. The successful candidate will be responsible for leading the Front of House team and maintaining the quality and consistency of service whilst fostering a positive and productive work environment.

You will be a brand ambassador, championing our business as we continue to grow, and play a key role in ensuring each team member feels valued and each customer leaves with a positive experience.

The Front of House Manager will be responsible in ensuring compliance with Health & Safety regulations, Alcohol licensing and our KLBD supervision.

Our ideal candidate would be happy working autonomously and have experience of working in a busy and fast-paced team. You'll need to be helpful and enthusiastic in your approach to work, flexible, a strong communicator and people oriented.

Duties and responsibilities

Operational Management:

- Oversee the day-to-day operations of the restaurant and deli, including opening and closing procedures.
- Ensure that all health and safety regulations are adhered to.
- Maintain high standards of food quality, presentation, and service.
- Monitor and control inventory, supplies, and equipment, ensuring cost-effective operations.

Customer Service:

- Ensure that customers are given prompt and efficient service and expectations are consistently exceeded.
- Monitor and respond to phone calls and email enquiries, providing accurate information, following up on requests, and ensuring all reservation requests are confirmed and accurately recorded.
- Monitor customer feedback and handle complaints professionally and efficiently.
- Promote a welcoming atmosphere and ensure the comfort and satisfaction of all guests.

Team Management:

- Recruit, train, and supervise Front of House staff.
- Schedule staff shifts and manage the rota on a weekly basis ensuring appropriate staffing levels in accordance with labour costs.
- Conduct regular performance reviews and provide constructive feedback.
- Foster a positive and collaborative work environment, encouraging teamwork and professional development.

Financial Management:

- Assist in budget preparation and manage the restaurant's budget effectively.
- Monitor financial performance, including sales, expenses, and profitability.
- Implement cost control measures without compromising quality or service.

Person specification

- Right to work in the UK
- A minimum of 3 years' experience as a Restaurant/General Manager or significant experience as an Assistant Restaurant Manager.
- Strong leadership and management skills.
- Highly organised, flexible with great attention to detail.
- Excellent customer service and communication skills.
- Knowledge of restaurant operations and financial management.
- Ability to work under pressure and resolve conflicts effectively.
- Familiarity with health and safety regulations.

How to apply

We welcome the opportunity for an informal conversation ahead of applying for the role. Please email jobs@bnjc.co.uk to organise a convenient time to meet or speak.

To apply for the role, please send a copy of the following to jobs@bnjc.co.uk with the subject line 'Restaurant Manager application':

1. Your CV
2. A covering letter (up to 600 words) that states how you meet the requirements set out in the person specification (and stating your right to work in the UK).