



## POSITION DESCRIPTION

**Job Title:** Business Manager

**Hours per week:** Minimum of 38 hours per week (averaged over a 4 week period)

**Purpose of Role:**

The Business Manager is responsible for managing all day to day elements of running a Mad Mex Restaurant. They have complete operational and P&L accountability for a high turnover business. They are expected to proactively manage, motivate and lead a team from varying backgrounds and cultures. The Business Manager is responsible for planning strategies to ensure the business plan is delivered.

**Responsibilities:**

- Taking ownership for the Mad Mex vision & values and ensure that they are integral to everything that we do
- Involvement in all service elements of the restaurant on a daily basis
- Ongoing training to ensure the customer service levels within your restaurant
- Stock ordering, receiving, rotation and stock taking
- Completing P&L accountability for the restaurant
- Recruitment
- Roster forecasting and management
- Staff Management including: conducting appraisals, dealing with disciplinary issues, terminations & all other HR processes
- Complying with marketing initiatives ( ie sampling and fishing)
- Facilitating training for in-house staff as well as Franchise Partners and new Managers
- Ensuring compliance with WHS, Food Safety and Liquor Licensing legislation
- Ensuring compliance of Mad Mex Policies & Procedures
- Updating knowledge by completing training modules and reading notices via the online platform and in the restaurant
- Cash handling/management & banking
- Opening & closing of restaurant
- Food preparation & cooking
- General cleaning & dishwashing
- Ensuring maintenance of equipment
- Other duties as required from time to time

**Requirements:**

- Current RSA Certificate
- Current First Aid Certificate
- Current Food Safety Supervisor Certificate
- Must submit to Police Check and be able to be named on Liquor Licence (if applicable)

**Key Competencies:**

- Passionate, energetic & enthusiastic
- Highly organised and motivated
- Exceptional customer service skills
- Excellent leadership ability - with proven experience developing and coaching others
- Proven ability to motivate staff and build team spirit
- Excellent communication skills - verbal and written
- Proactive & innovative problem-solving skills - with the ability to think outside the box.
- Strong interpersonal skills including the ability to build relationships - both internally and externally
- Ability to read and digest a P&L
- Moderate computer skills Outlook, Word and Excel