



Assistant general manager

reporting to: General Manager

this is itsu

itsu is the healthy eating, Asian inspired quick service retail & grocery brand with over 70 stores in the UK and a leading wholesale business across Europe and beyond. Renowned for its best-in-class food made fresh in every shop, every day, itsu has huge global ambitions with a commitment to continue to open many more stores and intensify the growth of its already thriving grocery arm. With its best-in-class food, latest technology, innovation, and talented workforce, itsu is the future of fast food.

this is the job

You are accountable for supporting the overall performance of your designated shop. You will be supporting your GM to build and lead a proud and engaged team and deputise during your GMs' absence. Your performance will be measured against five KPIs: People, Standards, Customer, Profit and Sales. You will make decisions to deliver itsu's customer service excellence whilst balancing the daily operational demands. Your goal will be to motivate and coach your Kitchen Manager and wider kitchen and front of house team to fulfil their potential and know when to step back and allow your team to flourish.

In detail:

People

- ✓ Ensure you nurture your team to deliver results by having a complete Family Tree
- ✓ Train, develop and coach your team to be the best they can
- ✓ Maintain a fair and respectful environment by living itsu qualities [I.Qs]
- ✓ Efficiently manage your teams' behaviour and performance as per itsu's people policies and procedures
- ✓ Build relationships with your People Partner and wider People team to deliver your people KPIs
- ✓ Support your GM in maintaining a strong tenure and retention of your shop team

Standards

- ✓ To ensure all food is delivered to the customer in line with our 5 food quality focuses
- ✓ Comply with itsu H&S standards and processes
- ✓ Oversee your kitchen and front of house team to ensure food standards are legally compliant
- ✓ Coach and train your team to achieve itsu's food, quality and H&S standards

Customer

- ✓ Put the customer at the heart of everything you do in your respective shop
- ✓ Ensure you and your team are delivering itsu's customer service standards at all times by the achievement of a high scored Mystery Shopper audit
- ✓ Handle customer concerns by displaying the itsu qualities

- ✓ Create positive relationships with your customer and delivery partners to deliver outstanding customer service

Profit

- ✓ To plan and review effectively in order to deliver timely, accurate and perfect production
- ✓ Support in the planning and organisation your team headcount and shifts to align with your shop needs
- ✓ Oversee and control your waste to avoid unnecessary losses
- ✓ Support in the weekly stocktake and conduct spotchecks

Sales

- ✓ Be driven to grow your like-for-like sales to achieve your shop's maximum potential
- ✓ Be commercially aware and know your competition based on your shops' location

this is you

You will have the ability to make decisions, and support your manager in delivering your shops and business goals. You will have experience working in a similar retail hospitality environment and managing a small team. You will be passionate, have the ability to lead and inspire others and be driven to achieve success. You will handle change and think on your feet. You will be flexible and willing to be hands on to support your team and work to the highest standards.

You will lead and inspire your team by displaying the 4 itsu qualities:

- ✓ I care [for people]
- ✓ I take pride [in what I do]
- ✓ I want to grow [myself & others]
- ✓ I build trust [around me]