



A fantastic opportunity has arisen for a **General Manager** to join the team at Fodder based in Harrogate!

Job Title: General Manager

Location: Great Yorkshire Showground, Harrogate

Salary: Competitive + Benefits

Hours: 40 hours per week working 5 out of 7 operational days of the week with additional hours, as required

Fodder Vision: Providing nourishment and joy for everyone through the love of local food

Our Values: Trust, Excellence, Passion, Strive, Togetherness, Charity

Fodder was launched in 2009 to celebrate and sell the best food and drink in Yorkshire and is now proud to have over 350 Yorkshire suppliers; a strong customer base and have won a raft of awards along the way. All the profits from Fodder go to help fund the charitable work of the Yorkshire Agricultural Society.

You will proactively manage Fodder to develop the business by offering exceptional customer experiences. Intelligently manage the Fodder team so they perform to their best; oversee all aspects of health, safety and EHO/legislative standards so we excel in these areas. This is a hands-on role to analysis, innovate and action ideas to ensure that Fodder is at the forefront of local food retailing/catering and that the business and brand grows successfully in every way, including financially.

General Manager - Key Responsibilities:

- Be an effective communicator
- Actively listen to customers, suppliers and team and act accordingly whether face to face contact or via TripAdvisor, plus all channels in between
- Actively manage Managers to ensure their departments are operationally excellent and financially successful
- Actively monitor success of business through detailed analysis of data from Eureka, sales, customers etc
- Achieve financial targets, including turnover and margins
- Increase sales; in Fodder and online, building on existing business and taking it to the next level
- Oversee all health and safety, food safety, Trading Standards and fire procedures (including embracing all new legislation)
- Implement, review and monitor smooth and successful systems to allow excellent customer service in all areas of the business
- Oversee quality levels in all aspects of the business.
- Review existing contracts (and do tenders as appropriate) with suppliers to ensure Fodder is getting best value in all areas of the business
- Lead, motivate and inspire to develop people and the business
- Be alert and embrace trends to keep Fodder at the forefront of food retail/service
- Have an ambitious plan for exciting future developments
- Be energetic in the business now and as we embrace future trends in food retailing/service.
- Actively seek relevant data and use it to improve the business performance.
- Use all relevant benchmarks which will help the business grow

General Manager - Person Specification:

The General Manager will have experience (and ideally qualifications) in food retail/service. They will be passionate about customer service, managing a team and local food too. They will have a can-do attitude and will want to take Fodder to the next level by analysing and measuring data and then building on the business and innovating for a stronger future.

- Excellent people management skills especially the ability to motivate staff and foster good team working, between all areas of the business
- Ability to communicate, clearly concisely and appropriately
- Ability to write reports and be efficient in correspondence from letters to tweets
- Ability to effectively present information and respond to questions from Senior Managers, clients, customers and the general public
- Good writing, oral communication and negotiation skills
- Ability to interpret and use financial information
- Good budget management skills
- Computer skills – ability to use word, Spreadsheets and Eureka
- Good reasoning ability to define problems, collect data, establish facts and draw valid conclusions and then take the necessary actions
- Ability to prioritise, manage multiple priorities, create effective work plans and delegate to meet deadlines.
- Ability to organise multiple details and cope with stressful situations in an effective and appropriate manner
- Exceptional customer service skills
- Excellent Health, safety and food awareness and knowledge and ability to translate this to all other staff.
- Good team working skills to work with Fodder team and other departments
- A real passion for good food

To submit your CV for this exciting **General Manager** opportunity, please apply with your CV and covering letter to recruitment@yas.co.uk

This role may be relevant if you have previously worked as a Deputy General Manager, Operations Manager, Deputy Manager or Store Manager.

2.1.2018