

# Job Description

## Manager, The Brockweir Inn

**Role title:** Manager

**Location:** The Brockweir Inn, Brockweir, Wye Valley

**Contract type:** Fixed-term contract, initially 6 months

**Extension:** Extendable by mutual agreement

**Pay:** Fixed hourly rate plus profit share

**Reporting to:** Nominated representatives of the Brockweir Inn Community Benefit Society

**Start date:** To be agreed (expected mid/late August 2026)

**Working pattern:** Flexible working pattern, including evenings, weekends and bank holidays as required by the needs of the business

### 1. Role purpose

The Brockweir Inn is a community-owned pub with a mission to become a welcoming, sustainable and well-run local hub for residents, visitors and the wider Wye Valley community.

The Manager will be responsible for the day-to-day operation of the Inn during its first phase under community ownership. This is a hands-on leadership role requiring strong operational judgement, excellent people skills, commercial awareness and a genuine commitment to the success of a community-owned asset.

As the inaugural Manager, the post-holder will help establish the pub's operating standards, routines, culture and customer experience. They will work closely with the Management Committee of the Community Benefit Society to ensure the Inn is welcoming, financially responsible, compliant, locally rooted and capable of building long-term momentum.

The role is initially offered on a 6-month fixed-term contract, with the intention that it may be extended by mutual agreement if the arrangement is successful and the business requires it. In due course a full tenancy will be available, once pub renovations have completed, and this provides an excellent opportunity to be a top contender.

### 2. Key responsibilities

#### A. Day-to-day pub management

The Manager will be responsible for the smooth daily operation of the Brockweir Inn. This will include opening and closing the premises, ensuring the pub is clean, safe and welcoming, managing service standards, responding to customer needs and resolving operational issues as they arise.

The Manager will be expected to maintain a visible presence in the pub, lead by example during service, and ensure that customers experience a friendly, efficient and professional environment.

The initial, and minimum, operating hours will be:

- Thursday : 5pm until close
- Saturday: 11am until close
- Sunday: 11am until 4pm

Whilst these are the proposed initial opening hours, the Management Committee will regularly review these in coordination with the Manager with a view to extend as appropriate. The Manager does not need to be on site during all hours of opening.

Responsibilities will include:

- Managing daily opening, trading and closing routines.
- Ensuring the pub is clean, tidy, safe and ready for service.
- Maintaining high standards of customer welcome and hospitality.
- Overseeing bar service and, where applicable, food or light catering operations.
- Ensuring service is efficient, friendly and consistent.
- Managing bookings, enquiries and customer communications where required.
- Handling customer feedback, concerns and complaints professionally.
- Maintaining a calm, practical and solution-focused approach during busy periods.
- Ensuring the pub feels welcoming to locals, visitors, shareholders, volunteers and community groups.

## **B. Commercial and financial management**

The Manager will be expected to run the Inn with sound commercial judgement, balancing community purpose with the need for financial sustainability.

The role will include managing costs, supporting revenue generation, monitoring margins, controlling waste and working with the Society to understand trading performance.

Responsibilities will include:

- Managing daily cash handling, till procedures and reconciliation.
- Supporting accurate recording of sales, costs and takings.

- Monitoring stock levels, wastage, gross margins and purchasing costs.
- Placing stock orders and maintaining strong supplier relationships.
- Helping develop a commercially viable drinks and food offer. As no kitchen will be immediately available, this may include the use of outside caterers, working with other local businesses etc
- Identifying opportunities to improve revenue, footfall and customer spend.
- Supporting events, promotions and seasonal activity.
- Providing regular updates on trading performance to the Society.
- Working within agreed budgets, policies and spending limits.
- Helping ensure that the profit share arrangement is supported by clear, transparent reporting.

The post-holder will not be expected to operate in isolation. They will work with the Society's nominated representatives, but they must be comfortable taking day-to-day responsibility for commercial decisions within agreed parameters.

### **C. Staff and volunteer leadership**

As a community-owned pub, the Brockweir Inn may involve a combination of paid staff, casual workers and volunteers. The Manager will play a key role in creating a positive, respectful and well-organised working environment.

Responsibilities will include:

- Supervising staff and volunteers during shifts.
- Helping recruit, induct and train team members where required.
- Preparing rotas to meet trading needs while controlling labour costs.
- Delegating tasks clearly and fairly.
- Supporting a culture of teamwork, accountability and good communication.
- Ensuring staff and volunteers understand service standards, safety procedures and their responsibilities.
- Managing day-to-day performance issues constructively and escalating concerns where necessary.
- Creating an environment where people feel valued, included and motivated.

The Manager should be able to work well with people of different backgrounds, levels of experience and motivations, including those giving their time voluntarily to support the pub.

### **D. Community engagement and local relationships**

This role is not simply about managing a pub. The Brockweir Inn is intended to be a community asset, and the Manager will be central to making that real in practice.

The post-holder will need to be approachable, visible and community-minded, with the ability to listen, build trust and balance different expectations.

Responsibilities will include:

- Helping the Inn become a welcoming hub for the local community.
- Building positive relationships with residents, customers, shareholders, volunteers and local organisations.
- Supporting community events, meetings, activities and initiatives hosted at the Inn.
- Encouraging local involvement while maintaining clear operational boundaries.
- Helping create an inclusive atmosphere where people feel comfortable and respected.
- Representing the Inn positively in day-to-day interactions.
- Supporting the use of local suppliers, producers and services where commercially and operationally appropriate.
- Helping communicate the Inn's values and community purpose through the customer experience.

The Manager will need to understand that community ownership brings huge goodwill, but also a wide range of expectations. Diplomacy, patience and good judgement will be essential.

## **E. Compliance, licensing and health and safety**

The Manager will be responsible for ensuring that day-to-day operations comply with all relevant legal, licensing, health and safety, employment and food hygiene requirements.

Responsibilities will include:

- Ensuring compliance with premises licence conditions.
- Supporting or acting as Designated Premises Supervisor, if agreed and appropriately qualified.
- Ensuring responsible alcohol service and age verification procedures are followed.
- Maintaining health and safety standards throughout the premises.
- Ensuring fire safety, accident reporting and risk assessment procedures are followed.
- Maintaining cleanliness and hygiene standards.
- Keeping required records up to date.
- Ensuring staff and volunteers are appropriately briefed and trained on compliance matters.
- Reporting maintenance, safety or compliance concerns promptly to the Society.
- Supporting insurance, licensing and regulatory obligations as required.

A personal licence would be desirable, but this can be discussed depending on the candidate's wider experience.

## **F. Premises, maintenance and presentation**

The Manager will help ensure that the building, fixtures, fittings and customer areas are well presented and properly cared for. The operating area will be newly refurbished, and so minimal maintenance is expected.

Responsibilities will include:

- Monitoring the condition of the premises and reporting maintenance issues.
- Ensuring customer areas, toilets, bar areas, cellar and storage areas are clean and organised.
- Overseeing basic daily checks and housekeeping routines.
- Supporting contractors or maintenance visits where required.
- Ensuring external areas, signage and entrances are tidy and welcoming.
- Helping maintain the character of the Inn while supporting practical improvements.
- Taking pride in the appearance and atmosphere of the building.

## **G. Events, activities and business development**

The Manager will help develop the Inn's offer in a way that supports both commercial success and community value.

Responsibilities may include:

- Helping plan and deliver events, theme nights, community gatherings or seasonal activities.
- Supporting private bookings, local group use and community meetings.
- Identifying opportunities to increase footfall during quieter periods.
- Helping develop partnerships with local walks, tourism, heritage, food, drink or arts initiatives.
- Promoting the Inn's offer through practical local channels.
- Supporting social media or website updates where appropriate.
- Gathering customer feedback and using it to improve the offer.

The Manager should bring ideas and initiative, while recognising that major decisions will need to align with the Society's objectives and governance.

### **3. Person specification**

#### **Essential experience, skills and qualities**

The successful candidate will be able to demonstrate:

- Experience managing or supervising a hospitality, retail, catering, events, community enterprise or similar customer-facing operation.
- Strong people skills and a warm, welcoming manner.
- Practical leadership ability and willingness to be hands-on.
- Good commercial awareness, including understanding of costs, margins, stock and customer service.
- Ability to manage cash handling, basic financial records and operational reporting.
- Strong organisational skills and attention to detail.
- Ability to work calmly and effectively under pressure.
- Reliability, integrity and good judgement.
- Clear communication skills.
- Confidence dealing with customers, staff, volunteers, suppliers and community stakeholders.
- Commitment to creating an inclusive and respectful environment.
- Willingness to work evenings, weekends and bank holidays as required.
- A genuine interest in supporting a community-owned pub.

#### **Desirable experience, skills and qualifications**

The following would be advantageous but are not essential:

- Previous pub or bar management experience.
- Personal licence holder status.
- Experience acting as Designated Premises Supervisor.
- Food hygiene certification.
- First aid training.
- Experience working with volunteers.
- Experience in a community-owned business, social enterprise, charity, cooperative or community benefit society.
- Knowledge of local suppliers, tourism, walking routes or the Wye Valley visitor economy.
- Experience planning events or community activities.
- Experience using EPOS systems, booking systems or social media for business purposes.

### **4. Working relationships**

The Manager will work closely with:

- The Management Committee or nominated representatives of the Brockweir Inn Community Benefit Society.
- Paid staff, casual workers and volunteers.
- Customers, residents, shareholders and local supporters.
- Suppliers, contractors and service providers.
- Local community groups, organisations and businesses.
- Licensing, environmental health and other regulatory bodies where required.

The Society will provide governance, strategic oversight and agreed operating parameters. The Manager will provide day-to-day operational leadership.

## **5. Working style and expectations**

This is a practical, hands-on role. The Manager should expect to be visible in the pub, involved in service, able to deal with problems directly and willing to turn their hand to whatever is needed to keep the Inn running well.

The ideal candidate will be commercially capable but not purely commercially driven. They will understand that the Brockweir Inn must be financially sustainable, but that its success will also be measured by its contribution to community life.

The post-holder should be comfortable with the realities of an early-stage community-owned business. Systems, routines and processes may still be developing, and the Manager will be expected to help shape them constructively.

## **6. Key outcomes for the first 6 months**

By the end of the initial fixed-term contract, the Manager will be expected to have helped achieve:

- A welcoming, reliable and well-run pub operation.
- Clear day-to-day operating routines and service standards.
- Effective stock, cash, rota and supplier management processes.
- A positive working culture among staff and volunteers.
- Strong relationships with local customers, supporters and community stakeholders.
- Good compliance with licensing, safety and hygiene requirements.
- A commercially informed understanding of what offer works best for the Inn.
- Early growth in customer confidence, footfall and repeat trade.
- Constructive reporting to the Society on trading performance and operational issues.

- A strong foundation for the Inn's next stage of development.

## 7. Terms

This role is offered as a fixed-term contract for an initial period of 6 months. Extension beyond that period may be agreed by mutual consent, subject to business needs, performance, funding and the wishes of both parties.

The role will be paid at a hourly rate based on a fixed number of hours, with an additional profit share arrangement. Full details of pay, hours, holiday entitlement, profit share calculation and any probationary arrangements will be confirmed in the contract of employment or terms of engagement.

## 8. How to apply

Applicants should submit a CV and a covering note explaining:

- Why they are interested in managing the Brockweir Inn.
- What relevant experience they would bring.
- How they would approach the opportunity to be the inaugural Manager of a community-owned pub.
- Their availability and preferred working pattern.

**Applications to:** thebrockweirinn@gmail.com

**Closing date:** 1<sup>st</sup> July 2026

**Interview date:** Shortly after closing date