

EAST LANCASHIRE RAILWAY

Job Title	Pub Manager - Trackside
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Pay /Grading:		Dependent upon experience
		38 hours per week, full time
Reporting To:	Commercial Head of Service	
Supporting	Commercial Head of Service	
Business:	East Lancashire Railway	
Department:	Commercial - Pubs	
Company Benefits:	<ul style="list-style-type: none"> • Free travel on East Lancashire Light Railway services • Rail Staff Travel Scheme, which allows travel on UK National Network for 25% off the normal fare (available after 6 months in role) • Company pension scheme • Group Life Insurance inc death in service benefit • Employee Assistance Programme • BUPA Healthy Minds • Help@Hand inc access to 24/7 remote GP appointments 	

Job Purpose:

To ensure responsibility is taken for the day-to-day management of the pub, ensuring compliance in health and safety, licensing laws and company policy.

The role requires balancing financial targets and operational KPIs with exceptional customer service, while leading and developing the team to deliver memorable guest experiences and drive sales and profitability.

Main Accountabilities:

1. Business & Financial Management

- Monitor profitability and performance, ensuring sales targets are met and exceeded.
- Maximise all sales opportunities, including quality of food and drink service, availability, and promotion execution.
- Develop and communicate strategies to achieve financial targets & KPI's in-line with excellent customer service standards.
- Plan and manage effectively rotas based on forecasted sales, wage budgets, and contracted hours.
- Manage stock ordering, checking, storage, rotation, and wastage reporting.
- Ensure all delivery, stock management, and loss prevention processes are completed and staff are trained accordingly.

2. Operations & Standards

- Oversee the setup and operation of Trackside in line with the charity's standards, policies, and procedures.
- Maintain high standards of cleanliness, organisation, and safety across all areas (front and back of house, outdoor seating, and platforms).

Submitted by Lorna Kelly, Head of Commercial

HR & Business Support Manager Signature:  17th September 2025

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- Complete or delegate daily administrative tasks to ensure operational efficiency.
- Maintain awareness of licensing, data protection, health & safety, food safety, and COSHH regulations, ensuring full compliance by yourself and the team.

3. Leadership & Team Management

- Build, lead, and develop a high-performing team, including recruiting into authorised roles according to the job specification.
- Delegate responsibilities effectively to achieve business objectives and develop individual team members.
- Lead and manage the front of house and kitchen teams to consistently achieve high standards, while keeping the team motivated and engaged.
- Address employee complaints and grievances in line with charity guidelines.
- Identify training needs, support development, and monitor attendance and performance.

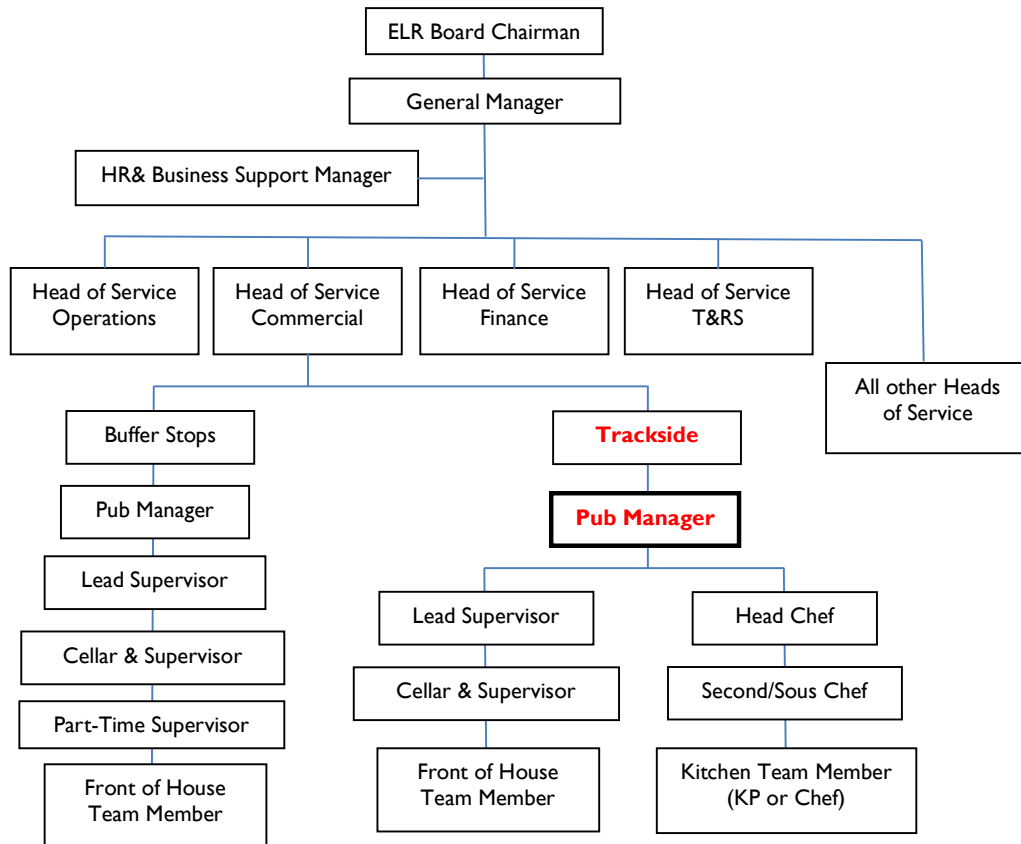
4. Guest Service & Experience

- Ensure all customers and ELR passengers are welcomed, supported, and treated professionally.
- Work closely with railway operations, station staff, and volunteers to deliver a seamless visitor experience.
- Promote inclusivity and accessibility, ensuring all guests feel welcome and supported.
- Monitor customer feedback (online reviews, social media, surveys, in-person comments) and take action to improve service.
- Encourage upselling and product knowledge to enhance the guest experience and maximise revenue.
- Act as an ambassador for ELR, promoting the railway's values, events, and attractions.

5. Collaboration & Communication

- Work closely with other ELR departments to achieve shared goals and implement best practices.
- Manage timely distribution and briefing of business communications.
- Identify and collaborate with local businesses and community events to drive revenue growth.
- Run promotional campaigns to market products effectively, working closely with Marketing manager.
- Carry out any additional duties as required by the Line Manager or General Manager.
- Provide feedback and recommendations to Line Manager.

Organisational Position:



Role of the Department:

The Commercial department oversees key revenue-generating areas within the charity, including Marketing, Sales & Events, Retail, Dining, and Pubs.

ELR's pubs aim to provide a warm, inviting, and family-friendly environment that supports the charity's objectives, where staff are dedicated to delivering a personalised guest experience guided by integrity, excellence and teamwork.

Location:

Trackside Pub as specified in the job application. You may be required at times to work at other locations across the ELR including the Buffer Stops pub.

Direct reports:

- Supervisors
- Head Chef

General:

Perform other duties as may be reasonably required by your Line Manager and the General Manager.

Key experience and qualifications required:

This section outlines the criteria that are required of the post holder

Person Specification – demonstrable skills and experience

- Proven experience in pub, bar, or hospitality management, ideally in a supervisory or managerial role.
- Strong leadership and team development skills, with the ability to motivate and coach staff to achieve high performance.
- Financial acumen, including budgeting, cost control, stock management, and reporting.
- Knowledge of licensing, health & safety, food hygiene, and COSHH regulations.
- Personal Licence Holder (or willingness to obtain).
- Experience in recruitment, training, and performance management.
- Excellent customer service, interpersonal, and communication skills.
- Collaborative and diplomatic, able to work with paid staff and volunteers effectively.
- Strong problem-solving and organisational skills, able to perform under pressure.
- Flexibility to work evenings, weekends, and public holidays as required.