

# Stonegate Group

## PUB PARTNERS

### Role of the Business Development Manager (BDM)

All roles within the Business Development Manager (BDM) function must ensure that any discussions regarding rent proposals, rent assessments, repairs to tied pub premises, and any matters related to the tied publican's current or future business plans are documented in writing.

The term BDM includes the following roles:

- Regional Manager (RM)
- Lease Development Manager (LDM)
- Valuation Manager (VM)
- Property Manager (PM)
- Head of Property (HOP)

### Role Responsibilities

#### **Regional Manager (RM)**

Your RM is your primary point of contact throughout our business relationship. Their main role is to work with you to support the long-term sustainability and profitability of your pub. They will:

- Signpost you to professional advice
- Provide written notes of meetings
- Organise business development meetings at a frequency appropriate to your business needs

We have provided your RM with extensive training to ensure that they possess the necessary knowledge and skills to carry out their responsibilities and to support you effectively. Training is provided at induction, as required and on an annual basis to ensure all BDMs are aware of the most recent information published by the PCA.

#### **Lease Development Manager (LDM)**

Should a tied publican ask for Market Rent Only (MRO), support will be provided by the Lease Development Manager (LDM) who will deal with free of tie and the tied rent negotiations. The Valuation Manager (VM) is a professional member of The Royal Institution of Chartered Surveyors (RICS) and will approve every rental valuation. The VMs may also deal with complex rent reviews or lease renewal negotiations based on case law. Both the LDM and the VM are part of the business Development Team which will assist in the transfer of assets between our various operating models to ensure that the asset is optimised.

#### **Property Manager (PM) and Head of Property (HOP)**

Property Managers (PM) and Heads of Property (HOP) will provide you with guidance on all matters relating to the maintenance, repair, and development of your property. They will advise you on your repairing obligations, oversee any work which is our responsibility and help you to ensure your pub is statutorily compliant.

# Business Development Manager Training & Continuous Professional Development

## Introduction

We take the continuous professional development (CPD) of our Business Development Managers seriously within Stonegate Pub Partners. For the purposes of this document, the term Business Development Manager refers to the following roles:

- Regional Manager (RM)
- Lease Development Manager (LDM)
- Valuation Manager (VM)
- Property Manager (PM)
- Head of Property (HOP)

The CPD for each of the roles listed above is detailed within this document.

### **Regional Manager (RM)**

#### **Induction**

The initial core programme lasts eight weeks and consists of the following elements;

- Company and RM induction focusing on Pubs Code 2016
- Days in trade
- In-depth courses at our Pub Support Centre to provide insight into other functions
- E-learning modules
- Pubs handover and management sign-off

### **Continuous Professional Development**

All our Regional Managers are required to complete internal e-learning modules as appropriate. A calendar of courses is produced internally which covers topics including system or policy changes / updates or where a common non-compliance issue has been identified.

We hold quarterly sector training events for all Operations Directors and Regional Managers with additional field colleagues invited as required. Topics are chosen depending on the needs of the business.

Pubs Code refresher training is provided annually using an online e-learning module.

Pubs Code updates from the PCA are noted in internal bulletins to all staff and BDMs are encouraged to apply for the alerts issued by PCA to ensure they remain familiar with PCA communications.

### **Professional Body Membership**

We support our Regional Managers to become members of relevant industry bodies, including the BII and FLV

## **Valuation Manager (VM) / Lease Development Manager (LDM)**

### **Induction**

The initial core programme lasts 8 weeks and consists of the following elements:

- Company induction focusing on Pubs Code 2016
- Days in trade
- In-depth courses at headquarters and in the field to provide insight into other functions
- E-learning modules
- Management sign-off

### **Continuous Professional Development**

All our VMs and LDMs are required to complete internal e-learning modules as appropriate. A calendar of courses is produced internally which covers topics including system or policy changes / updates or where a common non-compliance issue has been identified.

We hold quarterly sector training events for all Operations Directors and Regional Managers with additional field colleagues invited as required. Topics are chosen depending on the needs of the business.

Pubs Code refresher training is provided annually using an online e-learning module.

Pubs Code updates from the PCA are noted in internal bulletins to all staff and BDMs are encouraged to apply for the alerts issued by PCA to ensure they remain familiar with PCA communications.

### **Professional Body Membership**

All VMs must be professional members of the RICS, and we will support all LDMs to obtain their RICS qualifications.

All VMs and LDMs have access to the RICS CPD Foundation which includes online training to support the RICS CDP requirements.

## **Property Manager (PM) / Head of Property (HOP)**

### **Induction**

All new PMs and HOPs will complete an in-depth induction which includes the following:

#### **Face to face:**

Health & Safety  
Selling skills  
Property Support  
Property Overview  
Repairs management team induction  
Principal Safety  
F&F induction

#### **Time in trade:**

Asset Manager  
IT systems  
Regional Manager  
Divisional Property Manager  
Property Manager  
Property Surveyor  
Partner Contracts Manager  
Capital Investment  
Condition Management

## **Continuous Professional Development**

All PMs and HOPs are required to complete internal e-learning modules as appropriate. A calendar of courses is produced internally which covers topics including system or policy changes / updates or where a common non-compliance issue has been identified.

PMs and HOPs will attend quarterly sector training events where necessary. Topics are chosen depending on the needs of the business.

Pubs Code refresher training is provided annually using an online e-learning module.

Pubs Code updates from the PCA are noted in internal bulletins to all staff and BDMs are encouraged to apply for the alerts issued by PCA to ensure they remain familiar with PCA communications

## **Professional Body Membership**

In line with our professional qualifications policy, we will support all PMs and HOPs to obtain either RICS or CIOB (Chartered Institute of Building) qualifications.

PMs and HOPs are offered access to the RICS CPD Foundation which includes online training to support the RICS CPD requirements