

Role of the Business Development Manager (BDM)

The term BDM includes the following roles:

- Regional Manager
- Lease Development Manager
- Valuation Manager
- Property Manager
- Head of Property

Your Regional Manager (RM) is your key contact with us throughout our business relationship together and whose principal task is to work with you throughout the life of your agreement to help you develop the long-term sustainability and profitability of your pub. Your RM will signpost you to useful professional advice, provide notes of meetings and organise business development meetings with you which are designed to assist you as you seek to fulfil your pub's potential. These will be arranged at an appropriate frequency, which will naturally vary according to your business circumstances and requirements.

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.

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 LM 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 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
- Lease Development Manager
- Valuation Manager
- Property Manager
- Head of Property

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

Time in trade:

- Asset Manager
- IT systems
- Regional Manager
- Divisional Property Manager

- Repairs management team induction
- Principal Safety
- F&F induction
- 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.