



## **General Manager Job Description**

### **The role**

As member of the Senior Management Team, you will be responsible for the overall running of the experiences. Duties will include the management of the Duty Managers, management of days rota, staffing enquiries, general management of the experiences, general management of staff including where necessary, the training of the team to uphold the exceptional experiences we offer with a safe and exciting approach and in line with the company policies and procedures. You will also be responsible for meeting monthly KPI's and income targets. This is not a 9 to 5 role. It requires someone with the enthusiasm, passion, drive & humour to achieve an outstanding experience through the effective leadership of the team.

### **Main Responsibilities**

Duties include but are not limited to.

- **Management of Team** – Overall management of the Duty Managers and Staff as well as duty management of all staff on site when on shift. This includes the staff team, the smooth running of the experiences, the bar/café, reception, restaurant, photobooth, merchandise shop and any other groups, events or experiences taking place within the centre. Ensuring all staff are equipped and able to carry out their role.
- **Booking System** – Responsible for the setup of the company booking system ensuring it achieves the aims of the business needs and that appropriate staff are suitably trained in order to ensure that the set up and delivery of the company experiences are correct and appropriate for the smooth running of operations within the business.
- **Training** – Responsible for compliance within the workplace training. Providing training or supporting the training team to deliver appropriate training sessions. Ensure staff are motivated and trained to carry out their responsibilities to the required standard. Creating lifelong learning culture to ensure that training delivery is both current and to the required standard within agreed costs and at the right times.
- **Management of Subcontractors and licensees** – To be the first point of contact for the licensees and subcontractors with regards to any queries, questions, and general maintenance of their service area. Ensuring that they are upholding their duties and responsibilities with regards to their licencing agreement with the company.
- **Responsible for meeting income targets and attraction KPI's** (Key Performance Indicators). Ensuring all staff are aware of the targets required for the day in each area and monitoring and recording these targets throughout the day.
- **Management of Daily/Monthly/Weekly Checks** – to be responsible for ensuring that each area has completed and, signed off, open and closing checklists, and experience safety checks as required and set out in the company procedures and policies.
- **Management of Duty Managers** – To ensure that regular meetings take place within the management team, ensuring all staff are trained and equipped to carryout the role as duty manager.

- **Dealing with Customers** – All customers with complaints or concerns will be directed to the General Manager for a final decision with regards to refunds, credit, discounts or movement of sessions etc.
- **Management of site presentation**– Ensuring the experiences are prepared and suitable for each experience to commence. Responsible for reporting and instigating any maintenance and cleaning required to ensure the experience is delivered to the customers in line with the company presentation standards and procedures. Responsible for ensuring that the required experience stock levels are available in order to deliver an exceptional experience.
- **Management of Health and Safety** – Responsible for ensuring that the company and building meets the requirements of the company health and safety policy at all times. And any near misses or incidents are recorded and reported immediately to the Operations Director. To be trained as the companies First Aider at Work and to maintain and update that training when required. To be appointed Health and Safety Officer for the company.
- **Management of Building Fire and Evacuation** – Responsible for ensuring that the company and building meets the requirement of the company fire and evacuation plan at all times. And any near misses or incidents are recorded and reported immediately to the Operations Director. To complete regular fire alarm checks as outlined in the company policy. To complete Fire Warden training and maintain and update training when required.
- **Staff Rota** – Ensuring all Rotas are completed and issued to staff within a time scale as per the company policy and procedures. Ensuring all staff absences are recorded and reported to Human Resources and that cover is arranged, ensuing a seamless visit for guests and targets achieved. Working closely with the budget to ensure that the rota works for your team and the experiences.
- **HR** – To ensure all relevant information on attendance, sickness, absence is recorded. Responsible for carrying out all disciplinary and grievances in line with company policy and procedures.
- **Cashflow** – responsible for all cash on site and the handling of. This includes the start of day delivery of floats and cashing up at the end of each shift and ensuring all money is deposited into the company bank account. Discrepancies to be investigated immediately.
- **Security of building** – responsible for the overall security of the building ensuring doors are not opened to allow general public to access the building from areas other than main entrances. Responsible for unlocking and locking up of the building at the beginning and end of the day and ensuring that a responsible and fully trained manager is allocated to completed in your absence. Ensuring all other duty managers are carrying out their responsibility regarding the security of the building at all times. Responsible for ensuring the security alarm is in working order and to contact the maintenance company to report an issues. To be the first point of contact out of hours in an emergency.
- **Managing the Security Team** – Responsible for management of external security contract, ensuring relevant cover is provided in line with the companies policy, supporting staff when on site. Liaising with the external company and signing off timesheets and invoicing.
- **Management of Operations** – Responsible for ensuring that the policies, procedures and company/industry standards are upheld and maintained by staff at all times. Training staff where appropriate and liaising with the Health & Safety Officer when necessary.
- **Daily Reporting and Handover** – To ensure that a daily Management Report at the end of each day is completed and sent to the Operations and Finance Directors. To complete a

handover report for the next manager on duty ensuring all relevant points from the day's activity have been covered, highlighting any staff and maintenance issues.

- **Management of Experience Stock and Items.** – Implementing and maintaining the management of experience stock items and reordering of essential products. Ensuring that staff are respecting and using the equipment appropriately at all times.
- **Management of Experience Merchandise** – Implementing and maintaining the management of the experience merchandise items and reordering to replenish stock. As well as sourcing and stocking items to ensure maximum consumer purchase and demand.
- **Management of Marketing** – Responsible for liaising with the external marketing team to ensure they are provided with all relevant information in order to carryout appropriate marketing material. Working closely with the Managing Director to ensure promotions of the company are clear and prepared on the inhouse systems as well as with the marketing team to ensure a seamless marketing strategies across the business.
- **Management of the promotional/seasonal events** – Ensuring all staff are trained with regards to company promotions that will be run throughout the year. When required to be part of the marketing and promotions team, attending meetings and bringing ideas to the team.
- **Management of promotional teams** – Ensuring all staff are fully trained on how they present themselves when in the community representing the company. Ensuring the staff are professional and carrying out the promotion appropriately. Setting targets in order to measure the team's performance.
- **Business Development** – To work closely with the senior management team to create and develop the company strategy, working alongside the subcontracted businesses to ensure the company vision achieves its overall short and long-term objectives.
- **Responsible for presenting information to the Board of Directors** – Ensuring all reports required by the board on a monthly basis are completed and presented.
- **Required to complete regular training** – Compulsory and Non compulsory as required by the business in order to meet the requirements of the position.
- **Establish and maintain strong working relationships** with key personnel at colleges, schools and other organisations using the centre including local councils and services.
- **Evaluate overall team performance** - by gathering, analysing, and interpreting data and metrics.
- **Champion and exemplify compassionate leadership** – Consistently promoting the companies' values and actively engage, involve and empower the business employees with regards to problem-solving and improving the organisation to increase and improve job satisfaction and create a dedicated and highly valued team.
- **Deliberate promotion of diversity** and a variety of perspectives across the organisation networks Promote and encourage cooperation, collaboration and inclusions across teams.

## General Manager Person Specification

### About you, the essential skills and personal qualities we are looking for

	Essential	Desirable
<b>Skills and Education</b>		
Must have a minimum of 3 years' experience in a managerial position.	×	
Must hold a relevant degree in management, tourism, hospitality or similar area.		×
Experience of working within the tourism and leisure or hospitality industry.		×
Must have experience of working with and upholding company health and safety policy and procedures and other relevant company policies and procedures and a clear understanding of the importance of this within the business.	×	
Must have experience of supervising and managing large teams	×	
Can demonstrate extensive customer service experience to a very high standard.	×	
Can demonstrate management of budgets, achieving targets and working towards meeting deadlines	×	
Can demonstrate an instinctive understanding of customers' needs with an ability to deliver high quality and effective decision making.	×	
Strong operational planning with excellent communication skills in order to ensure tasks are completed.	×	
Experience in delivering staff training.	×	
Must hold a current First Aid at Work Certificate		×
<b>Personal Qualities</b>		
Be creative and innovative in order to ensure that the team are flexible and dynamic to deliver a tailored experience to suit the needs of the customers.	×	
Have excellent presentation skills – comfortable presenting plans, prioritise and developments to gain buy-in from the wider team.	×	
Flexible and adaptable to changing priorities. Resourceful and practical; able to “think on your feet” and solve problems quickly and effectively. Positive “can do” attitude.	×	
Excellent organisational and time management skills including the ability to work on multiple projects & situations simultaneously.	×	
Good team-working skills, calm and collected at all times with the ability to make final decisions where necessary.	×	
Ability to work under own initiative	×	
Have strong attention to detail	×	
Be a positive mentor and leader	×	

**Job Location and Hours:** This post is fulltime, 4 x 12 hour shift (11 hours + 1 hour lunch per day) rota over 7 days period, weekend, school holiday and bank holiday working is essential for this role. Based in Hastings, East Sussex