



# Spider Box

## Job Description General Manager

<b>Job Title:</b>	General Manager
<b>Salary:</b>	Up to £65,000 dependant on experience
<b>Location:</b>	The Printworks, Manchester, UK
<b>Hours of Work:</b>	40 hours per week
<b>Reports to:</b>	Operations Director
<b>Accountable to:</b>	Spider Entertainment Directors
<b>Key Relationships:</b>	Spider Entertainment Directors , Printworks Management

### Job Function:

As the key business figurehead you will be required to lead the site team to ensure the operational success of Spider Box, Printworks, delivering the highest standard of commerciality, guest service and Health and Safety compliance and leading exemplary management. You will be driven to maximise revenues across catering and attractions operations and also looking to drive new revenue opportunities. You will liaise with all relevant internal and external stakeholders to achieve all targets and financial performance.

### Key Tasks

#### Financial and Business Management

- Develop Key Performance Indicators (KPIs) highlighting both under and over performance as and when required
- Oversee the performance of the team, ensuring all performance measures are met, developing and delivering action plans to meet both shortfalls and to increase profitability.
- Ensure an effective onsite cash handling and management procedure is developed and ensure this is being followed at all times.
- Coordinate production of key performance information across the site, ensuring all staff and managers are aware of targets and performance and that required reporting to the Support Office is carried out in a timely and accurate fashion.
- Ensure all policies are adhered to at all times.
- Maintain the confidentiality of the business systems, procedures and performance.
- Act as part of the internal management team in the event of any emergency incident.
- Effectively market the business both online and offline ensuring the quality and brand are maintained at all times
- Create the annual marketing strategy for the business, identifying how the marketing function will be delivered.
- Manage social accounts ensuring that regular posts are generated promoting activity at the business.
- If applicable manage the external PR and marketing functions to ensure that the maximum profile of the business is achieved within the budget allowance.
- Represent the business to external trade and investment partners
- Maximise throughput and capacity management by ensuring that all bookings systems are up to date and accurate. If applicable utilise promotional discounts to drive attendance at off peak times.

## **Food and Beverage Operations**

To maximise profit from Food and Beverage and ensure income and expenditure are effectively managed to achieve or exceed the annual financial targets.

- Monitor, review and control use of resources to ensure expenditure is controlled within the budget throughout the year.
- Ensure all financial dealings, particularly in the ordering, selling of goods, cash handling and banking meet the agreed standards as laid out.
- Provide reports in a timely fashion detailing current performance levels and identifying where improvements can be achieved.
- Develop Key Performance Indicators that analyse the take up of all income/expenditure groups highlighting both under and over performance in a timely fashion.

- Develop strong trading links with suppliers aiming to maintain high quality whilst controlling costs.
- Ensure all catering functions are delivered at the highest standards with regards to Health and Food Safety.
- To ensure that all daily, weekly, monthly, annual checks relating to deliveries and stock holding are undertaken and completed in full.
- Regularly review the menu against customer feedback and industry trends. All changes to the menu must be coordinated through the relevant director responsible for catering.
- Ensure that all conditions pertaining to the Premises License are managed and delivered.
- To ensure that a Designated Premises Supervisor is always employed and acting as the responsible person for all licenced activities on the premises.
- To ensure that all staff are aware of, trained and adhere to all requirements as laid out in the Premises License.
- Undertake full stock takes as required.
- To report monthly on other aspects as may be required

## **Guest Experience**

- Ensure that all staff adopt a sales and upselling attitude to maximise attraction and catering revenues.
- Ensure that the facility meets the highest standards with regard to its guest services at all times.
- Continually review standards through means of internal and external quality auditing and report upon shortfalls in presentation
- Produce a monthly review of guest feedback
- Produce an annual Guest Service review detailing findings contained within customer feedback
- Ensure that the highest level of guest service is maintained across the experience by working closely with all team members to foster a true 'team ethos'.
- Ensure that all guest complaints are dealt with in a prompt, professional and thorough manner.
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of service offered.
- Ensure that all areas of the experience are presented to the highest standards with particular regard to cleanliness and maintenance.
- Respond effectively to any incident on site which might require assistance of the emergency services (such as Police, Ambulance or Fire Services and internal rescue services).

## **People Management**

- Oversee the recruitment, development and retention of the best people to allow us to maximise the guests' experience, ensure the team's productivity and deliver the experience's aims and objectives.
- Oversee and monitor daily work schedules and rotas based on analysis of guest flow to maximise return on staffing investment.
- Support all staff with regular and constructive feedback on results.
- Manage the team, including developing individual's performance and leading one-to-one reviews.
- Ensure all staff have clear objectives and goals relevant to the attraction's guest experience.
- Ensure quality inductions and training of all new employees occurs
- Ensure that all staff receive regular statutory and job specific training as required
- Line manage staff, including providing support and supervision, undertaking performance reviews, identifying training needs, dealing with poor performance, managing sickness and absence, record keeping and all other personnel management functions in line with policies and procedures
- Encourage a professional interest in health and safety in all staff. Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- Undertake daily, weekly and annual reviews of health and safety in relation to all activities and the assessing of risks, implementing new risk assessments as and when required.
- Undertake team leader functions as and when required

## **Reporting and Relationship**

- Provide weekly/monthly annual report of results and status of management operations
- Consult on recommended improvements to policies and procedures
- Identify and propose financial improvement opportunities to maximize results
- Advise the Directors of any unexpected events to the business operation.
- Liaise with and make recommendations to improve the business and grow revenue.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role.

# Person Specification

## General Manager

### QUALIFICATIONS & TRAINING

#### Essential

- A level (or equivalent) or above or NVQ level 3 or above in Hospitality
- British Institute of Inkeepers Personal License Certificate

#### Desirable

- Coaching & Leadership Training/Qualification
- Health & Safety Training/Qualification (IOSH/NEBOH General Certificate)

### EXPERIENCE

#### Essential

Demonstrable and substantial experience of

- Proven record of managerial achievement in a customer focused environment
- Proven delivery of commercial results i.e. improvements to profit/loss account
- Booking/Ticketing Systems
- Working in the Catering/Leisure/Tourism/Hospitality/Theatre or Events Industry in a managerial capacity 3 years minimum.
- Experience of generating volume footfall in a relevant revenue generating facility
- Management of budgets
- Management of commercial offers including be not limited to F & B, Retail, Corporate, events and entertainment.
- A clear understanding and experience of health & safety management including risk assessment procedures
- Presenting to internal and external audiences
- Performance management of teams and individuals
- Evidence of successful Catering, events management, corporate and private hire opportunities

#### Desirable

- Management and implementation of marketing strategies and
- Management of brand delivery.
- Experience of the Competitive Socialising/FEC environment

### SKILLS AND KNOWLEDGE

#### Essential

- Catering standards and trends within food service
- General IT/Database Skills
- Excellent presentation and communication skills
- Good understanding of acknowledged business and financial procedures and practices and the effective management of budgets

- Personnel management skills, particularly legislation, general personnel practice and coaching skills for effective staff development
- Delivery of Commercial offers
- A clear understanding and working knowledge of the Marketing delivery process including Social Media marketing
- Ability to work pro-actively alone and work and participate within the Group's Management team
- Performance Management of teams and individuals
- Strong time management skills
- A flexible, hands-on, can-do approach
- Excellent planning and organisational skills

#### Desirable

- Retail, Merchandising and POS knowledge
- Out of Home entertainment concepts
- Evidence of Project Management skills

### **PERSONAL ATTRIBUTES**

#### Essential

- Absolute discretion and confidentiality
- Ambitious
- Motivated
- Excellent communicator
- A commitment to delivering 'best in class'
- Thrive on a challenge
- Creative

#### Desirable

- Interest in subject matter and concept

### **SPECIAL REQUIREMENTS**

#### Essential

- Ability to act as the Designated Premises Supervisor for the chosen venue
- Ability to travel & work at other Spider facilities
- Full clean driving license