



Spider Box

Job Description

Duty Manager – Bar Operations

Job Title: Duty Manager – Bar Operations

Location: Printworks, Manchester

Hours of Work: 40 hours per week

Reports to: Deputy General Manager

Accountable to: Deputy General Manager, General Manager

Key Relationships: Spider Entertainment Directors , Printworks Management

About Spider Box:

A night out everyone will love!

Spider Box brings together top quality entertainment, food and drink - all under one roof - for the ultimate night (or day) out that everyone will love.

Enjoy carefully curated live music sets in the intimate from local artists and bands to top tribute acts and live DJ and live streamed DJ sets.

We've revolutionised the music quiz and Sing your heart out to your favourite tracks in an immersive Karaoke booth with Spider Box's tech infused bookable booths.

Line up on the starting grids of the world's most iconic races – from ice rallies and GT racing to Formula 1 and Le Mans– compete against your friends on the best tracks and circuits in the world at the wheel of the fastest cars in the world. The state-of-the-art simulators and digital screens ensure your experience is as close to the real thing as possible. Will you take the chequered flag and your place at the top of the leader board?

Our state-of-the-art simulators provide an immersive, real-world racing environment, offering a platform not only for entertainment but also for skill development and training.

To complement your evening of entertainment, sit back and enjoy our selection of sharing plates and main courses with an accompanying glass of your favourite cocktail or craft beer.

Job Function:

As a key member of the business you will be required to support the overall Duty Management of the business with a particular emphasis on Bar operations.

Key Tasks

Financial and Business Management

- 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 on site cash handling and management procedure is developed and ensure this is being followed at all times.
- 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.
- Where required, support in the creation and management of social accounts ensuring that regular posts are generated promoting activity at the business.
- 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.

Bar Operations

To maximise profit from Bar Operations 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.
- Where required provide reports in a timely fashion detailing current performance levels and identifying where improvements can be achieved.
- Assist in the development of Key Performance Indicators that analyse the take up of all income/expenditure groups highlighting both under and over performance in a timely fashion.
- Support the development of strong trading links with suppliers aiming to maintain high quality whilst controlling costs.

- Ensure all bar functions are delivered at the highest standards with regards to Health and 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 offer against customer feedback and industry trends. All changes to the bar menu must be coordinated through the relevant person responsible for the offer.
- Working with the whole team ensure that all conditions pertaining to the Premises License are managed and delivered.
- 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 manage the EPOS and Stock systems to ensure that all data is entered including recipe details, stock received and margin management.
- 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, Food and Beverage revenues.
- Ensure that the facility meets the highest standards with regard to its guest services at all times.
- 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

- Support with 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 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 as required, 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.

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.

All applications are to be made by sending your CV to Kev Smith Operations Director at kevin.smith@spiderentertainment.com Closing date for all applications will be 5th July 2024. Start date for roles will be towards the end of August.