



Spider Box

Job Description

Duty Manager – Operations & Guest Experience

Job Title: Duty Manager – Operations & Guest Experience

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 Operations and Guest Experience.

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.

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).

Operations

- Ensure that all equipment is maintained as per the supplier specifications and/or as required under legislation
- Report any equipment failures that have an impact on normal operations to the management team
- Ensure that Health and Safety inspections are undertaken in a timely fashion reporting any discrepancies against legislation
- Ensure that all daily/weekly/monthly operational inspections are undertaken
- Ensure that Spider Box manages the security protocols as laid down within the premises license and maintain ongoing communications with Printworks Management on all elements of security
- Ensure that the CCTV system is working in accordance with the requirements as laid down in the Premises licence with particular regard to the duration of maintaining recordings and quality of recording
- Liaise with Printworks as and when required

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.