

JOB DESCRIPTION and PERSONAL SPECIFICATION



part of the HQT & Hospitality Ltd

General Manager

Venue: The Mayfield

Department: Management

Reporting to: Operations Manager

Job Objective: The post of General Manager is to deliver a first-class hospitality experience to its client of this multi-purpose venue. You will be working with the owners and senior management in running the establishment with a very hands-on approach. You will be instrumental in the successful running of all aspects of the business ensuring that it is financially and commercially viable. As General Manager you will be responsible for the overseeing of an 80 seat function room and 150 seat restaurant and bar area hosting weddings, parties, band and tribute nights. You will also be responsible for the management of the 17 bedrooms within the hotel and tasked with ensuring occupancy levels are monitored and priced reactively throughout the year.

JOB DESCRIPTION

Key Functions

General

1. Meet overall business targets, in collaboration with the Operations Manager, development of the vision and key strategies for venue.
2. With the Operations Manager plan the annual and periodic budgets for the venue and project work so as to meet the overall HQ Collection business targets. Ensure these are monitored and maintained.
3. With the support of the Head Chef, form strong relationships with national and local food suppliers ensuring that the venue benefits from these strategic partnerships.
4. Management of the company's Food Safety Management system in accordance with local environmental health. Leadership of venue staff to ensure that the venue scores highly on all environmental health audits.
5. Represent the venue at all levels ensuring business continuity, focused leadership and excellent customer service
6. Controlling of monthly accounts, to ensure that the performance of the staff and venue is assessed and monitored, and that measures are agreed to secure further development of budgetary targets;
7. Investigation of shortfalls or overspends against budgets and develop measures to rectify variations so that the overall budgetary targets are realised.
8. You will manage a specific induction plan for all levels of venue staff, to include a comprehensive development and training plan. Ensure all staff are fully trained to be knowledgeable in the products and venue whilst delivering a high standard of service.
9. In all of the above, promotion of equality of individual opportunity and access, within HQ Theatres & Hospitality operations, and in its offer to the public;
10. In respect of all delegated accountabilities, compliance by HQ Theatres & Hospitality with all relevant legislation and regulatory obligations;

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Maintenance

1. Ensure that the premises are in a good and fully working condition at all times. Arrange for maintenance and repairs to take place, in conjunction with the Estate Manager.
2. Notify the Operations Manager regarding engineer call outs for all repairs that take place that are not routine.

Staff Management

1. Be responsible for the actions and work performance of all staff.
2. Ensure your team are up to date with the product knowledge and services of the venue. They need to be able to properly prepare the operational areas for all functions each day.
3. Ensure staff training is identified and delivered as required including COSHH, Food Hygiene, Manual Handling and First Aid.
4. Participate in management and staff meetings.
5. Undertake staff briefings with all team members at the start of the working day.
6. To assist with recruitment and induct of staff as required and in line with HQT&H recruitment processes and procedures.
7. To review customer complaints, feedback explanations and take remedial action as required.

Health and Safety

1. Ensure the company's Health and Safety Policy is fully promoted and arrangements have been made to carry out the policy.
2. Ensure the company's Food Safety Management System is fully promoted and arrangements are in place to fulfil the policy.
3. Adhere to security processes and procedures at all times.

Other Duties and Responsibilities

1. Undertake training and development as appropriate and keep apprised of developments in your field of expertise.
2. Carry out any other duties as appropriate to the post and as requested by the CEO.
3. Dress accordingly in smart work wear.

I acknowledge receipt of, and confirm my agreement to carry out the duties as described. I understand this job description is current at the date shown above and that, in consultation with the post holder, it is liable to variation by management to reflect or anticipate changes in or to the job.

Signed: _____
(Post holder)

Date: _____

Signed: _____
(For and on behalf of HQT & Hospitality Ltd.)

Date: _____

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PERSON SPECIFICATION

This role requires the successful candidate to be a well presented professional with proven hospitality service and experience relevant to the role.

Essential

- This role requires the successful candidate to have at least three years' experience at Assistant Manager level or above in a catering operation.
- Appropriate level of experience and understanding of delivering a high quality dining experience in a restaurant/pub venue.
- Experience of devising and delivering new food and drink concepts, and re-launching, refurbishments and mobilising new contracts.
- Proven track record in P & L control.
- Excellent written and spoken communication skills at levels appropriate for the Accountabilities of the Post.
- Numeracy and ability to read and understand accounts and other financial data, as appropriate for the Accountabilities of the Post.
- Demonstrable leadership skills and ability to train staff to the required standard of the group.

Preferable

- Multi-site management experience