

General Manager Job Description

The Role

As General Manager, you are ultimately responsible for everything that occurs in your site. You are ultimately accountable for the financial & operational performance of your site, regardless of who carries out a task.

Your strategy is to deliver excellence in all that you do. You will ensure the highest possible standards are consistently met whilst delivering exceptional and memorable guest experiences. You continuously review and improve organisational effectiveness by developing processes, overseeing employees, establishing a highly motivational work environment and implementing innovative changes. You are an inspirational leader who motivates and develops their team to be efficient, happy and successful.

Qualities

- Leadership
- Excellent communication skills
- Strong decision-making ability
- Highly organised
- Strong work ethic
- Good interpersonal skills
- Meticulous attention to detail
- Computer literate
- Proactive nature

General Manager Responsibilities

People

Every single person in your building reflects you. Their success is your success and their failure is your failure

- Recruiting the right people for your teams in the right way, using HR compliant practices and the correct company processes
- Ensuring all due diligence training and inductions for your team are thoroughly completed before normal duties are commenced
- Continuously coaching your management team
- Sharing responsibilities and delegating tasks to achieve goals, following up where necessary
- Providing guidance and feedback to help others strengthen specific knowledge/skill areas
- Resolving internal staff conflicts efficiently and to the mutual benefit of all involved
- Motivating and leading employees
- Holding employees accountable for actions
- Evaluating performance and productivity of your team
- Actively promote a relationship of respect and support between all departments in your business
- Ensuring your entire team is trained and confident on health and safety, food safety, our standards, policies & processes
- Promoting our community work & leading by example
- Ensuring everyone in your team has the correct tools & guidance in order to flourish in their roles
- Ensuring all pre-shifts are delivered daily so staff are always given clear direction
- Ensuring all members of your teams receive regular and constructive feedback on areas to ensure they are developed
- Ensuring individuals are praised and rewarded for great work
- Reviewing staff incentives & benefits to reflect the needs & aspirations of the team
- Recognising individuals who are going above & beyond & ensuring they feel recognised & rewarded
- Ensuring each team member receives regular appraisals & that all actions are followed up

Guest Experience

Delivering excellence in all that you do, ensuring our guests have the best time with us

- Ensuring each guest is given the same energy and attention from the moment they join us to the moment they leave, enforcing that our steps of service are delivered every time
- Dealing promptly with any guest complaints in a manner that is genuine and efficient, both in person & online
- Ensuring every drink is prepared and served to spec, on time, every time
- Ensuring the atmosphere is always perfect for the time & day (music, lights, temperature, cleanliness)
- Striving to ensure our offering is always outstanding & valuable by negotiating with suppliers & making changes where necessary
- Reviewing our offering on a quarterly basis to ensure that the whole community is represented

General Manager Responsibilities contd.

Operations

Ensuring that all operations within the venue are efficient, compliant, documented & optimal

- Overseeing day-to-day operations, assigning weekly performance goals and ensuring their completion
- Developing strategic plans for optimised productivity
- Adhering to company standards for excellence and quality
- Seeking out opportunities for expansion and growth by developing new business relationships
- Maintaining project timelines to ensure tasks are accomplished effectively
- Developing, implementing, and maintaining budgetary and resource allocation plans
- Delegating responsibilities to the best-qualified employees and enforcing all policies, procedures, standards, specifications & processes
- Highest level of knowledge of operational procedures & locations within the building
- Creating policies and processes & ensuring they're implemented
- Reducing wastage and making sure everybody follows best practice
- Making sure all opening, closing and shift duties are completed each day by your teams; handing over clean, stocked spaces with no broken or missing equipment & following up when this is not done
- Ensuring appliances & spaces in your building are maintained to a high standard
- Completing all regulatory certification and follow all company procedures regarding health and safety

Profit

Treat your venue as if it's your own business. Set, meet & exceed targets

- Reviewing all reports, rotas and plans before they are submitted or completed
- Actively working to beat financial targets
- Creating & delivering budgets
- Creating weekly trading reports to reflect business performance
- Having the skills, knowledge and confidence to justify anomalies where targets aren't met and follow through with any actions
- Ensuring all cash management procedures are followed and following up on any discrepancies
- Leading weekly management meetings with your senior team to discuss financial performance and operational challenges and opportunities
- Always be looking to improve sales. Ensuring your business evolves and reacts to social and economic change
- Understanding your customers, the needs of the community and learn how to generate loyalty
- Creating and managing smart rotas, amending for seasonal and local trends and events
- Operating a disciplined, organised and target hitting stock system, delivering a consistent percentage by following strict daily processes on ordering, invoices, stock holding, wastage, prep and par level and deliveries
- Developing and achieving financial plans

Please note this list is not exhaustive & may be added to based on the needs of the business.