General Manager



May 2018

Job Description

Person Specification

**G Live** is one 12 venues within HQ Theatres & Hospitality’s (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK’s second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford’s business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

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| **Employment type:** | Full Time |
| **Salary:** | £40,000 - £45,000 per annum. |
| **Bonus potential:**  **Hours:** | You will have the opportunity to earn a performance-related discretionary bonus of up to 5% of your basic salary, linked to successful achievement of agreed objectives  40 hours per week, including evening, weekend and Bank Holiday working. The post attracts no additional payments for overtime or late working. |
| **Work location:** | You will be based at G Live, London Road, Guildford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed. |
| **Purpose of the role:** | The post holder recommends strategy for food, drink, front of house service, event and hospitality activities at G Live. The post holder develops budgets for food & drink retail and for corporate, ticketed & private functions and events and is accountable for achieving monthly and annual targets. They lead a team of delivery staff and managers. Focussed on the need to achieve G Live’s targets for business performance, the role is to enhance class leading front of house delivery, grow G Live’s food and beverage offer, develop the successful conferencing/events offer, present G Live initiated public events and play a central role in the growth of the whole business. |
| **Our ideal candidate:** | Is a great strategist, able to inspire and lead a team to achieve development and aspirational targets. With customer care at their heart, the successful individual will be a hardworking, organised and dedicated professional. |
| **For an informal discussion contact:** | Tim Brinkman, Theatre Director 01483 739040 tbrinkman@glive.co.uk |
| **Closing date:** | 12 noon 28 May 2018 |
| **How to apply:** | Complete the HQ Application Form available at glive.co.uk and submit with a covering letter to tbrinkman@glive.co.uk. Tell us why you think you are suited to this role, why it interests you and how we’ll benefit from having you on board. Enclose a CV too if you wish. |

## REPORTING

**GENERAL MANAGER**

You will report to the Theatre Director.

The posts you will line manage include the Events Sales Manager, the Front of House Manager and the Hospitality General Manager. You will also be responsible for casual staff, contractors and visiting staff.

**ACCOUNTABILITIES**

**Senior Management:**

1. Development of Hospitality and Front of House annual business plans and budgets, with clearly set out expected profit targets and service targets;
2. Monthly and quarterly monitoring of G Live’s progress against business plans and budgets, with monthly reports of variances against budget, and other associated reports as required by the Theatre Director;
3. Ensuring that relevant G Live objectives and targets and standards of performance are understood and owned by departmental staff, and developing effective systems of communication with and participation by staff;

**Strategy**

1. Collaborating with colleagues to contribute ambitious plans for the growth of hospitality business;
2. Leading the Hospitality team to develop attractive successful ticketed events, maximising the potential of existing ticketed events and introducing new ticketed events;
3. Driving growth in our hires, functions and corporate business;
4. Overseeing growth in food & drink and kiosk retail trade building the income from current lines and promoting new lines and offers;
5. Delivery and display of professional, effective personal management which sets an example for others to follow;
6. Recruitment, induction, training and performance development and monitoring (including setting and monitoring of personal targets) of direct reports and other staff;
7. Participation in and contribution to the venue’s internal committees, ensuring prompt communication following the meetings;

**Financial**

1. Creating annual and periodic budgets with the Theatre Director for the operation of G Live, so as to meet growth targets;
2. Overseeing the costing of services and products and the provision of appropriate, price structures based on HQ core tariffs;
3. Provision of adequate affordable staffing levels for all customer service and hospitality activities;
4. Scrutiny of accounts, to ensure that the performance of Hospitality, Events, Front of House departments and staff are assessed and monitored and that measures are agreed to secure further targets:
5. Investigation of shortfalls or overspends against target, and development of agreed measures to rectify variations, so that overall budgetary targets are realised. Responsibility for the security of cash, maintenance effective secure procedures and control of float fluctuations to acceptable levels
6. Ensuring departmental payroll is processed in accordance with company procedure.

**Customer Service**

1. Leading the hospitality, events and front of house teams to provide an industry leading level of customer service;
2. Provision of training programmes to underpin and improve service delivery;
3. With the Front of House Manager ensure the duty management team look after our customers in the best way possible;
4. With the Facilities and Buildings Manager ensure all catering area and their décor are maintained to a high, appealing standard and that all equipment is kept in good order;

**Health and Safety**

1. Support the Theatre Director and other managers in raising awareness and implementation of the company’s Health and Safety Policy;
2. To understand and have a working knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation;
3. Undertaking and documenting risk assessments for G Live buildings and site, ensuring risk assessments are distributed to required departments;
4. Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures;
5. Ensure that G Live scores highly on all environmental health audits, food safety audits, meets the requirements of the company’s food safety management system and is compliant with all health and food safety legislation;

**OTHER DUTIES AND RESPONSIBILITIES**

The post holder will:

1. Dress in accordance with Company uniform policy and wear protective clothing as issued, if applicable;
2. Attend meetings as required and if required take notes;
3. Undertake any relevant training and development that may be required and keep abreast of developments in his/her field of expertise;
4. Carry out any other duties as required from time to time, taking into consideration the grade of the post and the capabilities of the post holder.
5. Undertake Duty Management shifts from time to time as required by the pressure of the business.  
   Creating industry leading customer service policies and practices;

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

**PERSON SPECIFICATION**

In order to be considered for this post you will need to evidence and demonstrate:

**Experience**

* Venue management delivering a variety of activities and utilising significant teams
* A record of successful leadership in a demanding catering, hospitality or live events organisation
* Senior level manager experience, and robust hospitality knowledge including strategic planning, food and beverage management, hospitality event delivery, the development of quality customer care strategies and pricing strategies
* Experience preparing and executing annual business plans with a significant element of change
* Experience of managing HR processes including appraisal, disciplinary and other related procedures
* Experience of successfully managing relationships with a broad range of stakeholders, e.g. local authority, suppliers, promoters and corporate and community partners
* Experience of hospitality related H&S procedures
* Experienced in risk assessment writing and review

**Skills**

* Strong budgetary and financial acumen including all aspects of budget writing, P&L control, invoice processing, analysis and reporting
* Personal licence holder and experience of being a designated premises supervisor
* Minimum of level 2 food hygiene certificate holder
* Excellent IT skills

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| * Strong people skills, with the ability to inspire and develop a team of full time direct reports, and additional part-time and casual staff * Proven track record of financial performance and analysis to inform strategic direction * Ability to work effectively as part of a team * Able to work in a very fast -paced environment, and juggle a multitude of priorities * Strong customer service focus, with a genuine interest in delivering the best possible experience for the customer – from their initial contact through to departure   **Attitude**   * A ‘can-do’, positive attitude * An inspiring, professional manner * Positive and creative approach to problem solving * Flexible approach to duties and working hours and a willingness to work anti-social hours * A willingness to undertake developmental opportunities |

**Desirable**

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| * Previous experience of running a multi-unit site with differing food offers (grab and go/concession/corporate & events dining) * A proven theatre professional * A formal degree or equivalent in management, hospitality or arts * Formal training to assist in the delivery of effective staff training, i.e. Train the Trainer * SIA license holder * Experience of marketing events, sales analysis and tactics |