



BURNHAM PARISH COUNCIL GENERAL MANAGER JOB DESCRIPTION

As General Manager, you will be responsible for managing the overall practical, promotional and business aspects of all areas of Burnham Park Hall. Taking a strategic overview and planning ahead to maximise profits, whilst paying attention to the details, setting the example for staff to deliver the highest standards of service and presentation that meets customers' needs and exceeds expectations.

Responsible to – Parish Clerk/RFO

Hours 37.5

Duties include:

General Management

- To be responsible for day-to-day management of the hall.
- To act as the premises licence holder.
- To build and foster good relationships with customers to grow the business and gain customer loyalty.
- Meeting and greeting customers.
- Working with community groups to ensure the needs of the local residents are met whilst maintaining the commercial edge of the business, ensuring Burnham Park is truly the Centre of the Community.
- Managing all maintenance contracts for Burnham Park Hall.
- Dealing with contractors and suppliers.
- Dealing with customer complaints and comments.
- Taking Direction from the Clerk and the Burnham Park Hall Management Committee.
- Planning and organising catering, bar and other venue services.
- Ensuring events of all types run smoothly.
- Promotional leaflets, updating Burnham Park website. Tracking all marketing methods and restricting spend to pre-determined budgeted amount.
- To generate various reports for Burnham Park Hall Management Committee to consider and make decisions.
- Promoting and marketing the business, updating social media, producing quarterly reports
- Ensuring there is adequate staff provision for each event.
- Ensuring that event admission does not go over the capacity requirement levels
- To recruit casual and other staff in consultation with the Clerk.

Health and Safety

- To be fully responsible for all health and safety matters for Burnham Park Hall.
- To ensure annual and weekly checks are carried out and appropriate measures are in place.
- To carry out risk assessments relating to operational tasks and duties.
- To use own initiative to ensure the safety of all hall users is met.
- To ensure existing and new members of staff receive a full induction
- Overall responsibility for hygiene in kitchen & bar areas and liaising with inspectors as necessary, ensuring the maximum hygiene awards are achieved.
- To ensure COSH regulations are met.
- Ensuring compliance with licensing laws, health and safety and other statutory regulations
- Ensuring building security is effective.
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- Ensuring building security is effective.

Financial Management

- Increasing the footfall and bookings for the hall in order for the hall to be sustainable. Hall hire is the priority for this position.
- To present financial reports including profit and loss, budget against actual spend and takings
- Setting and achieving sales and profit targets, ensuring that realistic targets are met in all areas.
- Analysing sales figures and devising marketing and revenue management strategies
- Monitoring profit and loss status, ensuring profitability of the hall and events.
- To raise and approve purchase orders for stock, goods and repairs as required.
- To liaise with the Finance Manager to ensure budgets remain on track.

Management of staff

- To support staff in their roles
- Recruiting, training, monitoring and appraising of all Burnham Park staff.
- Planning work schedules for individuals and teams.
- To ensure all staff have specific training relevant to their roles, including, manual handling, risk management, and lone working.
- To ensure there is adequate staffing provision for hall bookings and events.

Events

- Planning and delivering a schedule of live events throughout the year, including live music, theatre and market style events.
- Ensuring events of all types run smoothly.
- Planning and organising catering, bar and other venue services.

NB: Duties will be as advised by the Parish Clerk/Council. Your duties may be modified from time to time to suit the needs of the business and Parish Council.