

JOB DESCRIPTION

GENERAL MANAGER



JOB OVERVIEW

OVERALL RESPONSIBILITY FOR DAY-TO-DAY BUSINESS OPERATIONS AT AN INDEPENDENT BOARD GAME CAFE BAR.

FULL TIME

NEW ROLE

ROLES & RESPONSIBILITIES

A comprehensive list of what the role will entail day-to-day, once you've completed training & are fully proficient. We don't expect anyone to be able to do all of this from the start! Training will be provided in any areas you do not have experience in.

PEOPLE

- Overall management of operational team
- Writing rotas and managing holiday requests
- Covering sickness and ensuring the business is adequately staffed
- Recruitment
- Training for new starts and ongoing training for the whole team
- Performance management
- Creating and maintaining a positive working environment
- Organising team events and socials
- Grievances and disciplinary processes

STANDARDS

- Maintaining Twist standards across all areas of the business
- Designing and implementing new standards
- Maintaining our high customer satisfaction rating
- Maintaining company values across all areas of the business
- Adjusting, updating and improving product specs when necessary
- Compliance with Trading Standards and Premises Licensing standards

OPERATIONAL

- Supervising all existing operational processes & systems to keep the business running smoothly and efficiently day-to-day
- Identifying the need for, and creating new, systems
- Hands-on Shift Management and FOH and BOH duties where necessary
- Sourcing new products and suppliers when required
- Point of contact for staff, customers, suppliers and authorities
- Administering the small retail element of the business
- Maintaining and growing the board game library
- Maintaining the internal & external of the building in a clean, good state of repair to ensure comfort and safety for our team & customers
- Scheduling equipment maintenance and repairs and sourcing new and replacement equipment when necessary
- Overall responsibility for IT systems and their maintenance



BUSINESS STRATEGY

- Identifying and maximising new and existing opportunities
- Suggesting and implementing improvements to all areas of business
- Working with owner to define long-term direction and drive the business forward

HEALTH & SAFETY

- Overall responsibility for Health & Safety
- Reviewing and updating Risk Assessments
- Overall responsibility for Fire Safety
- Overall responsibility for COSHH
- Scheduling repairs & maintenance

FINANCE

- Working within set budgets
- Achieving KPI targets
- Regular pricing reviews
- Maintaining long-term profitability of business
- Overall responsibility for cash handling and banking

FOOD HYGIENE & SAFETY

- Overall responsibility for Food Safety & Hygiene
- Regular review and update of Food Safety Policy (Safer Food Better Business)
- Maintaining our 5-star Food Hygiene & Safety rating
- Reviewing and updating allergen preparation processes
- Reviewing and updating cleaning schedules

Depending on individual interests, there may also be opportunities to be involved in product development, events, board game library curation and marketing.

SKILLS & EXPERIENCE

- at least one year previous experience as a Venue / Restaurant / General Manager or similar and have worked in front line customer service roles;
- the ability to run all operational aspects of the business – you'll be responsible for all day-to-day operations and smooth running of Twist;
- a pro-active leadership style – you'll be recruiting, training and motivating the team to continue the delivery of exceptional service for all guests;
- a strong understanding of business finance – you'll have P&L accountability and be responsible for maximising sales, controlling costs and working to KPI targets;
- a self-driven entrepreneurial spirit – you'll need to work under your own initiative, make informed business-critical decisions, design new systems and processes and adapt to the changing landscape of running a small, growing independent business;
- outstanding organisational skills – you'll be responsible for your own schedule and managing your priorities, as well as ensuring Twist remains organised and efficient.
- a genuine passion for hospitality, a love of customer service and a desire to spread joy and create memorable experiences;
- very keen attention to detail;
- strong interpersonal, communication and teamwork skills;
- understanding of Food Safety & Hygiene and HACCP;
- IT-proficient;
- Dependable and reliable with a strong attendance record.



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