

Role Profile: General Manager

Position Overview:

The General Manager will play a crucial role in ensuring the smooth and efficient operation of our event safety company. Reporting directly to the Managing Director (MD), this position will involve close collaboration with a small core management team and a wider freelance team. The General Manager will be responsible for enhancing customer and client relations, streamlining day-to-day operations, and allowing the MD to focus on strategic initiatives. This role also encompasses expanding our training provision and venues support programs.

Key Responsibilities

1. Operational Management:

- Oversee daily operations to ensure efficiency and effectiveness in service delivery.
- Develop and implement operational policies and procedures to improve workflow and compliance with industry standards.
- Monitor on-site management of events, ensuring safety protocols are maintained and adhered to.

2. Customer and Client Relations:

- Build and maintain strong relationships with clients and customers to enhance satisfaction and loyalty.
- Act as the primary point of contact for customer inquiries and concerns, ensuring timely and effective resolution.
- Gather feedback from clients and associates to identify areas for improvement and develop solutions.

3. Team Liaison:

- Collaborate with the core management team to align operational goals with the company's strategic objectives.
- Coordinate with the freelance team to ensure all tasks and projects are executed effectively and on time.
- Foster a culture of teamwork and communication among all team members.

4. Training Provision and Venue Support:

- Lead initiatives to expand training programs, ensuring they meet industry standards and client needs.
- Identify potential venues for support programs and establish partnerships that enhance training delivery.
- Monitor and evaluate the effectiveness of training sessions and venue support, making adjustments as necessary.

5. Reporting and Compliance:

- Maintain accurate documentation and records related to operations, training, and compliance checks.
- Prepare regular reports for the MD, highlighting operational performance, client feedback, and areas for improvement.
- Ensure compliance with all relevant regulations and standards in event safety and management.

Qualifications:

- Degree in Business Administration, Operations Management, or a related field.
- Proven experience in operations management, preferably within the event industry or a related sector.
- Strong understanding of customer service principles and client relationship management.
- Excellent communication, leadership, and interpersonal skills.
- Ability to manage multiple projects simultaneously and work under pressure.
- Proficiency in relevant software and tools for operations management and reporting.

Personal Attributes:

- Proactive and self-motivated with a strong focus on achieving results.
- Adaptable and flexible in a dynamic work environment.
- Strong problem-solving skills and the ability to make decisions effectively.
- Passionate about event safety and dedicated to delivering high-quality service.

The General Manager will be instrumental in driving the company's success, while ensuring that operational excellence is maintained across all areas of the business.

Post is full time. Pay is circa £50k