

# TG - General Manager Job Description

**Job Title:** General Manager

**Location:** The Grove, Newcastle

**Salary:** From £35K per year + an attractive, Christmas bonus scheme

**Hours:** Averaging 40hrs per week. Includes weekends and may require overtime during peak periods.

---

## Job Description

Based just outside of Ouseburn, The Grove is Newcastle's premier multi use live music venue, bar, and events space. We are seeking an experienced and dynamic General Manager to oversee all aspects of our operations. This role is ideal for someone passionate about hospitality, live music, events, and creating exceptional customer experiences.

The General Manager, working alongside the Directors, will be the spearhead of our business, bringing a fresh mindset, driving operational excellence, team performance, and profitability while ensuring The Grove remains a vibrant destination for entertainment and community engagement.

---

## WHO?

The new General Manager should be someone who is in touch with the live music & arts industry and modern hospitality culture. Someone versatile who can talk about all things wine and cocktails, pull the perfect pint and understand the value of private hire events to the venue and business.

A vibrant and energetic personality is a must, to match with the fast paced and colourful vibe of The Grove and to deliver effective communication.

An ambitious and results driven individual would thrive in this role, as The Grove is still on its early path of growth. This role offers bonuses based on profit driven KPI's so has room to unlock huge potential with the right person.

As with any venue based hospitality role, there is a physical element to running the business. Occasional long shifts and manual work should not deter our ideal General Manager.

*Ultimately, a person who thrives under pressure and loves working in a bustling, imaginative environment!*

---

## Benefits

- **Competitive salary** starting at £35K per year.
  - **Performance-based bonus** KPIs to be set by the directors, reviewed quarterly & paid annually in time for Christmas following the year end audit.
  - Opportunity to **lead a thriving venue** in Newcastle's vibrant entertainment scene.
  - **Career growth** and training development in a dynamic and supportive environment.
  - **Enjoy access to events**, food and drink discounts and supplier trips.
- 

## Key Responsibilities

### Operations Management

- Oversee daily operations and ensure the smooth & efficient running of all areas of the venue.
- Manage the maintenance and cleanliness of the building, including PAT testing and cellar management.
- Develop and maintain efficient communication systems across all sectors of the venue.
- Implement and manage a detailed events handover system to ensure all staff are well-informed about weekly events.
- Manage efficient staff Rota planning.
- Manage POS systems and ensure they are fully operational and optimized for venue needs.
- Manage and maintain supplier relationships.
- Ensure efficient and reliable stock management.

### Live Events Management

- Collaborate with the events team to deliver high-quality experiences for customers and artists.
- Oversee the quality and maintenance of audio-visual (AV) equipment to support seamless event execution.
- Collaborate with in house venue managers and live techs.

### Financial Management

- Develop budgets, track income and expenses, and implement strategies for revenue & profitability growth.
- Provide monthly financial reports and insights to stakeholders.
- Work towards KPIs set by the directors, maximising annual profits and annual bonuses.
- Maintain an on budget staff rota, week by week.

### Team Leadership and HR

- Lead and inspire the management team and operations staff, ensuring alignment with the venue's goals.
- Recruit, train, and manage staff, ensuring high performance and engagement.
- Create staff schedules (rotas) and oversee the implementation of incentive programs in collaboration with the Bar Manager.
- Conduct weekly upper-management meetings to align on events and operational priorities.

### Customer Experience

- Ensure exceptional customer service standards across all interactions.
- Curate a welcoming and vibrant atmosphere that enhances the guest experience.
- Collect customer feedback and resolve complaints professionally and efficiently.

### Compliance and Crisis Management

- Ensure compliance with PLI, health and safety, food hygiene, alcohol licensing, and other relevant regulations.
  - Create and maintain cleaning schedules for bars and restrooms to uphold high hygiene standards.
  - Be first aid trained and prepared to respond to emergencies, including conflict resolution.
- 

### Qualifications and Experience

- **Min 2 years proven experience** as a General Manager or similar management position in a similar scale hospitality venue.
  - Strong understanding of **large venue operations**, including bar management, event planning, and team leadership.
  - **Financial acumen**, including budgeting, revenue generation, and financial reporting.
  - Must show experience **growing a hospitality business** to the satisfaction of the stake holders and board of directors.
  - Expertise in **compliance laws** and implementing systems to uphold standards. EG Health & Safety, EH (food standards), COSSH, Alcohol licensing
  - Full clean **UK drivers license**
  - **Personal License holder**
- 

### Essential Skills

- **Strong team leadership** skills and qualities
- Excellent **communication** skills & relationship building
- Excellent ability to **multi-task** and prioritise important jobs whilst simultaneously running service in the venue.
- Ability to use **EPOS** and cloud workspace systems efficiently and thoroughly
- Quick thinking and on the fly **problem solving**

- Strong **delegation** skills
  - **Detail oriented** data monitoring abilities
  - Strong **time keeping** and organisational skills
  - **Strength to hold others accountable** for their roles and responsibilities
- 

## **How to Apply**

If you're ready to take The Grove to the next level and have the skills and passion we're looking for, we'd love to hear from you! Please send your CV, including 3 references and answer our questionnaire to give us the best possible impression of you. Feel free to answer either in writing or by sending us a short video of yourself.

Join us in creating unforgettable experiences for Newcastle's music lovers and event-goers!