



General Manager

Company: King Tut's Wah Wah Hut
Location: Glasgow
Reports to: Business Support Manager
Working hours: Full Time

Role

The General Manager holds a key role within our organisation, accountable for the team within the venue and the daily business & operational functions. They will deliver profitability, meet legal requirements, and provide an excellent experience to artists and fans alike, encouraging repeat business and a positive reaction towards the venue.

Our Team

King Tut's Wah Wah Hut is an iconic, cultural venue, an essential player within the UK Live Music Industry Ecosystem and has been responsible for supporting the vibrant music scene from grassroots level for over thirty years. The GM will have A strong belief in creating an equal, diverse, sustainable, and inclusive environment and will be drawn to managing, training, and developing a hard-working team within a fast-paced environment.

About You

- Successful background of working as an operational manager within hospitality industry or venue and management of a large team
- A network of existing contacts within the license, brand management & hospitality trade essential with an ability to forge effective relationships & negotiate well
- Strong knowledge of health & safety regulations & licensing
- Excellent control of operating costs and budgets
- Diplomatic with excellent communications skills, polite & courteous and an ability to work collaboratively
- Dynamic, self-motivated, decisive and results driven
- Proven track record of strong sales, GP & yield along with effective promotional skills and a value-added approach
- Organised, conscientious and procedurally driven

What We need

- Personal licensed holder
- First class approach to customer service, delivering products, services and experiences that are right for our fans and enhance their experience
- Demonstrable leadership & motivation of others
- Ownership & accountability to get the job done
- Effective promotion of events & products to improve customer engagement
- Passion and enthusiasm for live events

- Be a good neighbour, respectful, friendly, and approachable to the community that surrounds or venue
- Flexible to work irregular hours (weekends, evenings, public holidays)

What You will be doing

- Meet Company business objectives and manage operational delivery
- Develop & implement efficient business strategies
- Work closely with DF promoters to maximise the diary along with generating new business opportunities/income streams for commercial success and profitability
- Duty manage events
- Budget, Forecast and deliver/exceed quarterly KPI's and targets/ Manage expenditure and control all operating costs as per budget/ drive key product ranges, maximising sales opportunities (spend per head/ profit per person)
- Keeping up to date with licensing legislation and taking responsibility for the premises
- Adhere to all existing and new health and safety legislation. Carry out risk assessment & due diligence, reviewing creating and training in procedures as required. Ensure all periodic testing and certification of equipment.
- Work with our sustainability co-ordinator to reduce the GHG emissions of the venue and align us to reaching a target of net zero by 2030
- Streamline operations, review & develop procedures, and ensure all paperwork and reporting is completed and professionally retained
- Oversee all training requirements, creating training guides and monitor employee performance
- Manage sub-contractor relationships
- Ensure effective management of the building & equipment maintenance & renewal budget whilst delivering urgent repairs in a & timely manner
- Ensure high standards of tidiness and cleanliness within the venue
- Working collaboratively with the wider DF Concerts team

Equal opportunities

We are passionate and committed to our people and go beyond the standard rhetoric of diversity and inclusion. You will be working in an inclusive environment and be encouraged to bring your whole self to work. We will do all that we can to help you successfully balance your work and home life. As a growing business, we'll encourage you to develop your professional and personal aspirations, enjoy new experiences, and learn from the talented people you will be working with. It's talent that matters to us and we encourage applications from people irrespective of their gender, race, sexual orientation, religion, age, disability status or caring responsibilities.

Company

You will be joining DF Concerts & Events; with more than 800 shows annually and over one million tickets sold in 2019, we bring the best live music and life affirming experiences to music fans across Scotland. We are the promoter behind Urban City Festival, TRNSMT, Glasgow, Dundee & Edinburgh Summer Sessions and Connect Festival.