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| **Job Description** |
| **Function:** | Operations |
| **Position:** | General Manager |
| **Job Holder:** |  |
| **Start Date:** |  |
| **Immediate Manager:** | Yvonne Stirling |
| **Additional Reporting Line:** | Peter Somerville |
| **Position Location:** | The V&A Dundee |

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| 1. **Purpose of the Job**
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| **1** | To lead the catering operation at the V&A Dundee.  |
| **2** | To manage a high performing operations, sales and administration team  |
| **3** | To hold responsibility for the financial performance of the venue |
| **4** | To deliver a F&B proposition which matches the venues ambitions |
| 1. **Dimensions**
 |  |  |  |  |  |  |  |
| Revenue: FY  |  | EBIT growth | tbc | Growth Type |   | Outsourcing Rate |   | Region Workforce |   |
| EBIT margin | tbc |
| Net income growth | tbc | Outsourcing Growth Rate |   | Outsourcing Growth Rate |   |
| Cash Conversion | tbc |
| Characteristics  | Financial |   |
| Other |   |   |   |   |   |   |   |

**3. Organisation Chart**

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| 1. **Context and Main Issues**
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| **1** | Management of services across restaurant, café and event operations  |
| **2** | Driving sales across retail and events while maintaining a tight cost base to achieve monthly targets |
| **3** | Managing expectations of multiple stakeholders, both internal and external |
| **4** | Managing operational, commercial and administrative responsibilities |
| 1. **Main Assignments**
 |
| **1** | Managing all aspects of the Heritage Portfolio service within the V&A  |
| 2 | Create a F&B proposition in our outlets that enhances the visitor experience at the V&A and engages with the local dining market |
| **3** | Deliver a guest experience in both retail and events that matches the ethos, values and standards of Heritage Portfolio  |
| **4** | Build and nurture strong client relationships |
| **5** | Complete weekly and monthly commercial activity including forecasting, trading, analysis and reporting |
| **6** | Prepare monthly and weekly reports for the V&A commercial department |
| **7** | Manage, motivate and support your full time employees to maintain a positive working environment which drives a culture of success |
| **8** | Engage, train and develop an operational team that can achieve a standard of service which meets our venue ambitions |
| **9** | Ensure compliance with company procurement policy, utilising nominated suppliers for all aspect of service delivery and following correct process when proposing new suppliers |
| **10** | Following company policy and procedure, manage a comprehensive health and safety compliance system that covers all aspects of our day to day operation |
| **11** | Manage and develop interdepartmental communication to ensure the holistic product is correctly and seamlessly delivered  |
| **12** | Plan and prioritise workload and tasks effectively for self and others to minimise reactivity and maintain a work life balance |

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| 1. **Accountabilities**
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| **1** | P&L responsibility for V&A Dundee with weekly, monthly and annual targets set for revenue and profit |
| **2** | Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH |
| **3** | Positive client and customer feedback for all aspects of service delivery  |
| **4** | Training and development of the team is given a focus for performance, engagement and retention |
| 1. **Person Specification**

**Essential**  |
| **1** | Proven track record in operational management in a similar environment  |
| **2** | Experience of managing a multi-department team |
| **4** | Ability to interpret and utilise financial and commercial information  |
| **5** | Excellent communication skills |
| **6** | Self-motivated and able to work on own initiative within a team environment  |
| **7** | Experienced in using Microsoft Office |
| **8** | A passion for hospitality, food, beverage and service  |

**Desirable**

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| **1** | IOSH managing safely qualification |
| **2** | CIEH Level 3 qualification  |
| **Contextual or other information** |
| **1** | Travel and overnight stays may be required to undertake training and business requirements |
| **2** | To relieve and assist in other establishments in certain circumstances |
| **3** | To attend meetings and training courses as requested |
| **4** | This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business. |
| **Competencies** |
| **.** | Client Growth and Customer Satisfaction | **.** | Client Growth and Customer Satisfaction |
| **.** | Rigorous Management of Results | **.** | Rigorous Management of Results |
| **.** | Innovation and Change | **.** | Brand Notoriety |

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| **.** | Analysis and decision making |  |  |