

Venue Manager

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Location: United Kingdom

Category: other-general

Venue Operations Manager – Unique London Venue

Location: Scotland

Salary: £48,000 - £55,000

I am working with a premium leisure venue in Scotland who are looking for a Venue Operations Manager for a Unique leisure Venue ensuring the smooth and efficient running of the operation.

You will be working with the General Manager setting up the strategy for customer experience, service levels and develop, implement, monitor and improve operating policies and procedures to deliver the standard of service and operations expected.

Role:

Day-to-day responsibility for the delivery of events

Leading and developing the team to ensure a memorable experience is delivered with the highest level of customer service and attention to detail.

Maximise the profitability of the facility through detailed, effective planning, co-ordination, communication and the continuous development of our operation team.

Recruitment, training and management of the team

Develop professional relationships with the onsite client partners.

Monitor/manage the financial performance of the department.

Accountable for the tender, appointment and management of relevant external contractors and business partners.

Manage pre-determined operational budgets in line with organisational policies.

Ensures that health and safety standards are maintained.

Responsible for communicating effectively with internal and external clients and teams.

Experience:

Degree level qualification in a related discipline, or equivalent relevant working experience.

NCFE IOSH Level 3 Certificate in Safety and Health for Business

Significant experience of working within a high-volume venue or hospitality environment

Health and safety experience

Excellent management and motivational skills

Exceptional organisational skills

Outstanding customer service

Flexibility to work shifts including evenings, weekends and public holidays.

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