



HERITAGE
PORTFOLIO



BY APPOINTMENT TO
HER MAJESTY THE QUEEN
SUPPLIER OF CATERING SERVICES
HERITAGE PORTFOLIO LTD
EDINBURGH

Job Description

JOB TITLE: General Manager

LOCATION: V&A, Dundee

REPORTS TO: Deputy Director of Retail/Director of Operations

Main Responsibilities:

Relationships (Client, Guests and Employee)

- Have a proven track record in managing the intricacies of building and sustaining client relationships.
- Be able to interact and create a warm and welcoming atmosphere for our guests
- Monitor the process at site level for regular communication with clients ensuring key information is exchanged where appropriate, keeping a detailed record of all meetings held.
- Drive the delivery of a high performance culture.
- Coach and mentor on site team to achieve operational effectiveness and excellence.
- Ensure continuity between outlets and manage the relationships between them.

Communication

- Take responsibility for reviewing activity at the venue via regular meetings and communication with onsite staff.
- Drive the delivery of a high performance culture.
- Attend client meetings as required.
- Assist in the management of the client relationship to promote the company and maintain a long term and effective partnership.
- Effective communication and regular updates with line managers.

Driving Performance

- Set and review our Standard Operating Procedures
- Monitor and maintain service standards due diligence and quality
- Monitor weekly profit and loss and forecasting.
- Report monthly figures to Operations Director identifying and explaining variances to budgets and forecasts.
- Liaise with Finance Department to ensure timely and accurate financial reporting.
- Provide statistical analysis of sales and costs in order to drive the business and deliver positive results.
- Target and monitor debt control and follow up.
- Manage and control costs within the agreed budget preparing contingency plans, when and where appropriate
- Achieve and surpass budgets for each financial year.
- Ensure policies and procedures are in place to achieve and support agreed service standards.
- To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work and ensure that all legal requirements are met including: Licensing, Health and Safety at Work, COSHH, Environmental Health, Fire Precautions and any others.
- Adherence to Company Policies.

Innovation

- Take responsibility for the introduction of new initiatives which add value and create an environment for change.

- In conjunction with Deputy Director of Retail, be aware of market trends and look to implement new service offers and new concepts.
- Work with the Marketing and Communications Manager to agree the Sales & Marketing Plan and review quarterly.

Developing People/Working with Others

- Work with the HR Director to recruit, train and manage the performance of the Managers ensuring effective performance in current job and development for the future.
- Provide practical assistance when necessary to promote the smooth running of the business on an on-going basis.
- Coach management teams to achieve operational effectiveness and excellence.
- Conduct regular performance reviews with the team, ensuring appropriate training and development is provided

Setting Direction

- Ensure operational activities meet administrative requirements in respect of health and safety, legal stipulations, environmental policies, and general responsibilities of duty of care as well as company best practice.
- Champion customer focus throughout the business.

Person Specification

- An experienced operator with in-depth knowledge of Restaurant Operations.
- Experience of both restaurant and event operations
- A proven leader with the ability to create strong teams.
- An effective communicator able to succinctly communicate with employees from all levels of the business.
- You are a dynamic individual with a can do attitude and a results driven approach.
- Be able to handle pressurised situations.
- Someone who has an inbuilt attention to detail and efficiency, and who is also able to see the bigger picture.
- A planner with the ability to action plans.
- Logical, and objective.
- An influencer and persuader.
- Passionate about Service.
- Focused in creating a warm and welcoming atmosphere to developing relationships with our customers.
- Communicating knowledge of our menus, produce and ethos with passion and flair.
- A natural leader guiding the team efficiently and providing an inspiring atmosphere in which to work.
- You are persistent and proactive, and creative in your problem solving approach.
- An ambitious, fun and positive individual, who is an excellent communicator and immaculately presented, but still knows when must, to roll up their sleeves and get stuck in.
- High level financial acumen, be able to interrogate complex financial data.
- You have the gravitas to develop robust relationship with the client and you are able to listen and understand the needs of a client and adapt our service offering where appropriate.
- Excellent computer skills particularly in MS Office.
- Relevant management qualification would be advantageous.
- Well presented with a good command of the English Language.

This job description is non-contractual and is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at time of writing.

Who are we? We are Heritage Portfolio Limited, a specialist caterer working in buildings of distinction. We currently operate the cafés at Scottish National Portrait Gallery, Gallery of Modern Art One and Two, Stables Tea Room, Colonnades at the Signet Library and Café 1505 at The Surgeons Hall.