



SANDOWN PARK GENERAL MANAGER

Location: Daytona Sandown Park

Reporting to: Shane Brown, Group Head of Operations (GHOO)

Date: November 2023

Salary: £45,000

MISSION STATEMENT:

At Daytona Sandown Park, we're on a mission to provide the ultimate kart racing experience through technical excellence and unparalleled customer service. We're looking for a passionate and driven General Manager to lead our venue to new heights.

MAIN RESPONSIBILITIES:

- **Guest Experience:** Ensuring every guest has an unforgettable time with us, from the warm welcome to their departure. Delivering impeccable and personalised customer service to exceed their expectations.
- **Immaculate Presentation:** Our venue must shine, and our go-karts must gleam. You'll lead by example and ensure our guests enjoy the highest standards in cleanliness and presentation.
- **Culture Champion:** Every team member receives thorough induction and top-notch training. You'll foster a team culture that embodies the "Daytona way" and maintain discipline at the highest level.

OTHER RESPONSIBILITIES:

- Run the business with a keen eye on profitability.
 - Collaborate with Financial Director and GHOO to develop and manage budgets.
 - Uphold Health and Safety standards, including risk assessment management and National Karting Authority (NKA) accreditation.
 - Implement Company Policies and direction from GHOO and the Board.
 - Maintain correct staffing levels whilst controlling overheads.
 - Ensure staff receive training and HR paperwork is up to date.
 - Provide strong leadership and manage company assets.
 - Deliver the 'Daytona' experience to every guest.
 - Oversee staff Annual Leave and sickness records.
 - Manage ad hoc projects.
 - Manage racing and championship prizes within budget.
 - Drive Google and TripAdvisor reviews.
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DAY-TO-DAY:

- Prepare staff rotas in a timely and cost-effective manner.
- Oversee departmental recruitment.
- Manage stock-taking as per finance department's requirements.
- Oversee purchasing/ordering of supplies and equipment within budget.
- Maintain NKA operational guidelines.
- Oversee safe and professional track operations.
- Chair event planning meetings and venue management meetings, ensuring records and actions are well-maintained.

- Oversee exceptional events with hands on management.
 - Plan large-scale events effectively.
 - Support the sales lead with scheduling and event planning.
 - Foster effective communication with all departments.
 - Handle guest complaints effectively.
 - Ensure timely completion of payroll.
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RELATIONSHIPS:

1. Directly responsible to the GHOO, CEO, and Directors for task/project-dependent matters.
 2. Directly responsible for all venue, track, reception/maintenance & engineering staff in conjunction with the HR Director.
 3. Direct relationship with the marketing and sales department regarding pricing, products, and issues.
 4. Direct relationship with all members of the venue team.
 5. Indirect relationship with all other group employees.
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PERFORMANCE STANDARDS:

1. Professionally and conscientiously fulfil your specified duties, maintaining confidentiality.
2. Promote the professional image of the company through high standards of professionalism and presentation at all times.

To apply for this position, send your CV and covering letter to careers@daytona.co.uk with the job reference in the subject line: **GMSP23**