Job Description and Person Specification
General Manager | Urban Fun Kingston

Job Title	General Manager
Reports to	Regional Support Manager
Location	Urban Fun Kingston
Contract Type	Full-Time (rota to include unsociable hours, weekend and bank holidays)
Salary	£47,000 OTE (£42,000 + £5000 performance related bonus)
Bonus	Performance-related bonus linked to agreed KPIs

Why join Urban Fun Kingston?

Are you an experienced Hospitality/Entertainment Manager looking for your next challenge?

Join a thriving entertainment business where great people, exceptional customer experiences, and commercial success go hand in hand. As part of our family of companies, you'll be working with a team that believes collaboration, passion, and innovation are the keys to achieving more together.

Our mission is simple: to create unforgettable experiences by delivering a high-quality arcade and hospitality offering. If you are passionate about leading teams, understanding what drives venue performance, delighting customers and delivering results in a fast-paced environment, we would love to hear from you.

Job Purpose

The General Manager has overall responsibility for the successful operation, commercial performance and development of the venue.

This is a hands-on leadership role with responsibility for ensuring the venue operates safely, efficiently and profitably, while consistently delivering excellent customer experience.

The General Manager will be accountable for sales, profitability, labour costs, customer experience, machine performance, food and beverage performance, stock control and team performance.

Working closely with the Regional Support Manager and wider support functions, the General Manager will use operational and commercial data to identify opportunities, manage costs, improve performance and deliver agreed business objectives.

The successful candidate will be a highly visible leader who leads from the front, understands the numbers behind the operation and is able to translate business targets into clear actions for the team.

Main Responsibilities

Overall Venue Management

- Take overall responsibility for the day-to-day operation of the arcade / FEC working towards agreed budgets and KPIs.
- Review daily, weekly and monthly performance and identify trends, opportunities and areas requiring improvement.
- Monitor revenue across all areas of the business, including arcade, attractions, food and beverage, parties, events and other income streams.
- Maximise revenue per customer and identify opportunities to increase customer spending and repeat visits.
- Monitor average transaction values, sales mix and other relevant commercial measures.
- Manage labour costs effectively, ensuring staffing levels reflect customer demand and trading patterns.
- Monitor food and beverage margins, wastage and stock costs where applicable.

- Investigate significant financial variances and implement appropriate corrective action.
- Provide regular commercial updates to the Regional Support Manager.

Stock Management & Ordering:

- Ensure that stock levels are consistently monitored to avoid shortages. Place timely orders to ensure all supplies (food, drinks, arcade inventory, etc.) are fully stocked and ready for operations.
- Ensure all orders are authorised in accordance with company procedures.
- Keep track of inventory and ensure proper storage and rotation to maintain freshness and reduce waste.

Team Management:

- Support the recruitment and training of new staff, ensuring that they are fully prepared for their roles.
- Provide ongoing training and development opportunities for staff, helping them to grow and improve their skills and support career development.
- Manage your team's behaviors and working relationships, encouraging a positive and supportive working environment
- Manage performance, attendance and conduct, including probation and return-to-work meetings.
- Monitor employee attendance, punctuality and performance, providing clear feedback and addressing any concerns promptly.
- Ensure that all staff are properly trained and adhere to company policies, procedures, and safety regulations.
- Support and participate in investigations, grievances and disciplinary processes, working with HR where appropriate.
- Lead by example and act as a positive role model, setting high standards of behaviour, professionalism and customer service.
- Promote a positive, inclusive and accountable team culture.

Opening & Closing Responsibilities:

- Have key holder responsibilities, ensuring the site is safely secured when opening and closing.
- Oversee the opening and closing of the arcade, bar, and kitchen, ensuring that all procedures are followed, security, and equipment checks.
- Ensure that all operational tasks are completed, such as setting up the venue in the morning and securing everything at night.

Customer Experience

- Maintain excellent customer service and venue standards.
- Address and resolve customer complaints professionally and promptly, taking action to prevent recurrence and escalating where appropriate.
- Monitor online reviews and customer satisfaction.
- Identify opportunities to improve the customer journey and encourage repeat visits.

Operational Efficiency & Task Delegation:

- Ensure all areas of the venue operate efficiently, including staffing, customer service, arcade, bar and kitchen operations.
- Assist in areas that need additional support (bar, kitchen, arcade), help with busy periods and ensure customers are satisfied.
- Delegate tasks effectively to staff, ensuring that everyone is fulfilling their duties.
- Support effective rota planning, balancing customer demand, service standards, labour budgets and employee wellbeing.

Reporting:

- Prepare weekly reports for senior leadership team, including performance data, and any key issues.
- Track business metrics and analyse performance to identify opportunities for improvement in operations or customer experience.
- Implement company initiatives, operational changes and performance improvement plans.

Health & Safety Compliance:

- Ensure the venue complies with health and safety, food safety, licensing and company requirements.
- Conduct regular checks to ensure staff are following hygiene protocols and that the venue remains safe for customers and staff.
- Take appropriate action following incidents, complaints, audits or identified risks.
- Ensure team members understand their responsibilities during incidents, emergencies and evacuations.

Additional Duties:

- Assist with planning and executing events, promotions, or special activities.
- Stay up to date with industry trends and competitor activities to ensure the venue remains competitive and engaging for customers.
- Build strong working relationships with suppliers, contractors, and internal support teams to ensure issues are resolved quickly and professionally.
- Monitor customer feedback, online reviews, and guest comments, using insight to improve service standards and resolve recurring issues.
- Support effective rota planning, ensuring staffing levels meet customer demand while balancing service quality, labour budgets and employee wellbeing.

Safeguarding Statement

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff and volunteers to share this commitment.

All successful applicants will be required to:

- Undergo an enhanced Disclosure and Barring Service (DBS) check (or equivalent background check if outside the UK).
- Provide proof of identity and qualifications.
- Supply satisfactory references, including one from your most recent employer.
- Our recruitment process follows safer recruitment guidelines to ensure the safety and wellbeing of those we support.

What We Offer

Salary	Competitive Salary
Pension scheme	Access to a company pension scheme.
Annual Leave	28 days annual leave including bank holidays
Bonus Scheme	Opportunity to earn performance bonuses based on KPIs
Wellbeing support	Access to well-being support and resources.
Training and Development	Opportunities to access training and develop your skills.
Career Progression	Career progression opportunities as the business grows, with support to develop skills and take on increased responsibility.

Person Specification

E = Essential D= Desirable	Type
Experience	
• Minimum 5 years' experience in venue, leisure, hospitality, retail or entertainment management	E
• Previous experience within an amusement arcade, family entertainment centre, leisure venue or similar hospitality environment	D
• Experience in running a licensed Hospitality operation and good knowledge of product ranges and markets in the licensing trade	E
• Experience of managing compliance records, training logs, maintenance checks, accident reporting and other operational documentation	E
• Experience of working with contractors, suppliers or maintenance teams to resolve faults, repairs and venue presentation issues	D
• Experience managing arcade machines, attractions or amusement equipment	D
• Experience managing sales targets, budgets and operating costs	E
• Experience managing parties, events or group bookings	D
Leadership	
• Strong leadership skills, with the eexperience of leading and motivating a varied team, including permanent and casual employees	E
• Experience of coaching, developing and holding team members accountable through regular feedback, performance conversations and clear expectations	E
• Ability to lead by example and maintain a visible management presence	E
Commercial	
• Strong commercial awareness, including the ability to monitor sales, control costs, manage labor effectively and contribute to budget performance	E
• Ability to interpret sales, labor, stock and customer service information to make informed operational decisions	E
• Understanding of marketing, local promotions, social media activity or community engagement within a leisure or hospitality setting	D
• Good understanding of stock control and basic financial reporting	E
• Ability to identify opportunities to increase revenue and customer spend	E
Customer	
• Experience of improving customer experience through service standards, team coaching, guest engagement and complaint follow-up	E
• Understanding of customer engagement, loyalty and repeat business	E
• Experience resolving customer complaints and managing difficult situations	E
Operational	
• Knowledge of health and safety, food hygiene, licensing responsibilities and safe operating procedures within a customer-facing venue	E
• Confident decisionmaker with the ability to prioritise tasks, respond calmly to incidents and support the team during busy or challenging periods	E
• Ability to maintain high standards whilst working under pressure	E
• Outstanding communication and customer service skills	E
• Ability to problem solve	E
• Friendly and warm, ability to cope with conflicting demands	E
IT & Reporting	
• Experience using digital platforms such as Microsoft 365, SharePoint and Teams	E
Qualifications	
• Personal License holder	D
• First aid qualification	D
• Food safety qualification	D
• Willingness to complete relevant training where required	E