



Position Description

Position Title: Assistant Manager
Department: Food & Beverage
Location: Nottingham Theatre Royal and Concert Hall
Reporting to: General Manager
Date Prepared: 11/02/2025

CGC Event Caterers is a long established caterer with decades of experience in the hospitality industry. We operate at venues of all sizes and have exclusivity at prominent sporting, entertainment and cultural locations across the UK and is also the European Catering Division for ASM Global, the global leader in the delivery of live entertainment and events.

In the UK, we operate at the following venues:

- Eight Yorkshire Racecourses including the world famous York Racecourse
- Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- LNER Community Stadium – York
- The Halls – Wolverhampton

POSITION PURPOSE

The Assistant General Manager and their team are responsible for growing the business through developing relationships across a variety of event types. CGC's philosophy is to go the extra mile in providing a full-service solution to all incoming venue hires. The AGM is to assist in being responsible for both operational and commercial management. The position reports directly into the General Manager.

The AGM is an important role within the business, and you will be expected to work with our partners, Castle Rock Brewery to deliver, and where possible exceed on all revenue and content targets set whilst leading the operational teams to deliver a safe environment to our clients and visitors that exemplifies the brand promise to 'wow, thrill and excite with unforgettable experiences'.

KEY RESPONSIBILITIES

- To assist the GM taking full responsibility for the full P&L of the business including presenting annual budgets, providing regular projections and updates to Snr management against the agreed sales and performance targets.
- To ensure the business delivers against all existing sponsor targets and constantly seek to increase all ancillary revenue streams.
- To lead and motivate an effective team, ensuring staff are trained whilst demonstrating the high standards expected of an CGC venue with respect to client and customer satisfaction, importance of Equality & Diversity in the workplace
- Ensure there is a safe environment, and the venue meets all event planning, licensing and other statutory obligations with the Local Authority and emergency services.
- To work with the Group Venue Operations Director as part of the group venue team, aiding evaluations and business planning on potential new venues.
- Taking immediate steps to remedy any deficiencies and build long term solutions.
- Continually assess the operation and performance of the service to identify any alternative solution to maximise efficiency and quality of service.
- Ensure that all employees are aware of and comply with all Health and Safety, Food Safety and Standards of Excellence policies.



Position Description

- Conduct regular team meetings to gain feedback and cascade to the GM relevant information and potential offerings, acting a point of contact between employees and the Senior team.
- Assist with the recruitment and training of new employees, both permanent and casual. Further assistance with ongoing training for staff and identifying ongoing training needs.
- Ensuring all daily reports are complete.

PERSON SPECIFICATION

- Previous experience in leading a team within a high profile venue
- Experience of developing and managing budgets
- Commercially focussed leader, with excellent leadership and communication skills
- Able to lead teams to deliver the highest customer service.
- Good negotiation skills
- Positive with a “can do” attitude
- Team player who enjoys working in a high achieving environment
- A commitment to delivering the best

BENEFITS

- 25 days holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- Employee Assistance Programme
- Employee Referral Programme

GENERAL INFORMATION

The requirements of the business are such that it is necessary to have a flexible approach and therefore some business-related travel to be able to work at our venues and operational sites will be required.