



General Manager Job Description

Location: Leicestershire

Job Title: General Manager

Salary: £30,000 – £34,000 based on experience and qualifications

Reports to: Company Director

Start Date: March 2024

Job type: Full-Time, Permanent.

Purpose

To continue operating at our high standards and scale up, we are seeking a general manager with experience in schools and coaching. This person will have experience in overseeing business operations as well as human resources, finance and sales, and communications. The ideal candidate will be an expert communicator who has a strong ability to delegate responsibility and collaborate across our three departments: club, community and schools. Ultimately, the general manager should be driven by a desire to lead and grow our business to engage and guide all children and young people in our care.

Key Roles and Responsibilities

STRATEGIC DIRECTION AND DEVELOPMENT

- Articulate a clear vision with the support of the company director on the direction of each department, with in depth industry knowledge.
- Develop strategic plans for optimized productivity in various projects.
- Translate the vision of each department into annual participant and financial objectives.
- Drive strategic leadership, making decisions that positively impact the companies long-term growth.
- Work with other department leads and coordinators to ensure effective management of all aspects of the business.
- Ensure all legal requirements and compliance pertaining to the business are fulfilled.
- Build and embrace positive relationships with stakeholders, customers, and partners, always with the aim of long-term growth.
- Dive into existing services and programmes, criticize and make hard decisions for the benefit of the business. Innovate and bring new projects to life.
- Provide guidance and feedback to help others strengthen specific knowledge/skill area.

OPERATIONS

- Manage day to day operations, including staff training, staff absences, recruitment, onboarding, appraisals & disciplinaries where necessary.
- Focus on staff retention and what motivates staff to stay with us.
- Organisation and timetabling staff, managing sick absence, holidays, and statutory leave.
- Review and improve organizational effectiveness by developing processes, overseeing employees and subcontractors, establishing a highly motivational work environment, and implementing innovative changes.
- Managing our three departments: Club, Community and Schools, with a main responsibility on schools.
- Adhere to company standards for excellence and quality.
- Recruit, onboard, and train high-performing employees to achieve objectives for sales and customer satisfaction.
- Support EMPWR Sports charitable arm – EMPWR Futsal Club, with secretary duties.
- Maintain project timelines to ensure tasks are accomplished effectively.
- Compliance and required policy updates.
- Delegate responsibilities to the best-qualified employees and enforce all policies, procedures, standards, specifications, guidelines, training programs, and cultural values.

FINANCIAL RESPONSIBILITIES

- Generate more sales through various strategies, to achieve our growth targets.
- Seek out opportunities for expansion and growth by developing new business relationships.
- Establish and implement quarterly cycles of assessment on the business health, and execute actions to move forward efficiently and sustainably.
- Ensure monthly and quarterly financial targets are being met by all departments.
- Develop, implement, and maintain budgetary and resource allocation plans.
- Research for and apply for funding opportunities.
- Lead a sales campaign to increase sales in all departments.
- Prioritising and periodizing sales campaigns to align with the seasonal aspects of the business.
- Support other department leads to hit their targets, while hitting your own targets.
- Creating and managing budgets to increase growth and

