



LAVANT HOUSE STABLES

WHERE PEOPLE AND HORSES THRIVE

GENERAL MANAGER

Updated 4.3.17

Reporting to: Business Owner

Reporting Positions: All external staff

PRIMARY RESPONSIBILITY

To ensure all actions, reactions and decisions are made in the company's best interest. To take responsibility and accountability for the day to day running of the external area of the business to provide an outstanding customer experience through the provision of smooth, efficient and profitable services.

SPECIFIC DUTIES

Customers

- Ensure high quality customer care remains the staff focus at all times.
- To develop long term client relationships that enhance the retention of existing clients, enable referrals to be gained and attract new customers.
- To innovate and provide new strategies on how to enhance and extend our existing services.

Staff

- Responsible for building and managing an effective team that can deliver the high standards required by the company.
- Responsible for arranging and delivering appropriate staff training to ensure that all staff are developed to the necessary skill level that will add value to the business.

- Responsible for ensuring a high level of equine care is delivered at all times and monitor each horse to ensure continued profitability or organise prompt dispersal of.

Business

- To ensure all actions, reactions and decisions are made in the company's best interest.
- Have a thorough general knowledge of the entire business, including topical matters on a day to day basis.
- To be proactive in recognising issues and provide effective problem solving solutions.
- Responsible for designing operational systems that will continuously improve the efficiency of the business and eliminate unnecessary expense.
- To avoid favouritism or preferential treatment, whether this be customer, employee or equine.
- To ensure the business remains a reflection of what the business owner requires and continually runs in this manner whether the owner is present or not.

PERSONAL QUALITIES

This role requires a highly organised, motivated person with good communication skills, who remains calm under pressure and has the natural ability to lead and direct others. They will need to have stamina, be a keen observer, resourceful and ethical.

QUALIFICATIONS & EXPERIENCE

This is a rewarding but demanding role for a dedicated individual with a proven management background in commercial business. It is essential they can demonstrate considerable experience of leading and motivating others as well as proven frontline customer expertise.

Equestrian qualifications need to be the minimum of the British Horse Society Intermediate Instructor standard.

Company expectations will be that the General Manager's on-going performance matches the high salary awarded to this important and influential role.

NOTES

- (i) This job description is current as at the date shown below and is provided as a guideline, rather than an exclusive list of the responsibilities involved with this role. In consultation with the post-holder it is also liable to variation in order to reflect changes in the job.
- (ii) In addition to the above you may be required to undertake such other duties as the Business Owner may require and as may reasonably be expected commensurate with your post.
- (iii) The post holder will be expected to show commitment to the business ensuring that any outside activities do not affect or impinge on performance and delivery.