



JOB DESCRIPTION

Job Title: Assistant General Manager

Job Location: Daytona Sandown Park

Year Commencing: March 2025

Reporting to: General Manager

Place in Organisation: Operations Team

Hours: Full-Time

MAIN PURPOSE OF JOB

To assist the General Manager in managing all departments & projects and to oversee the effective operation of the venue and supervision of a team of staff, ensuring the venue is operational in a timely manner whilst warranting first class customer care and performance monitoring

GENERAL RESPONSIBILITIES

Venue Operations & Compliance

- Oversee daily venue operations in the General Manager's absence, ensuring compliance with statutory and company regulations.
- Maintain venue presentation standards, oversee daily setup and close-down procedures, and manage emergency protocols.

Team Leadership & Development:

- Support recruitment, training, performance reviews, and career development of venue staff.
- Ensure training records are updated and submitted and provide personal support for staff well-being.
- Promote teamwork across departments, maintaining professional presentation and PPE standards.

Customer Experience & Event Delivery:

- Deliver a professional and memorable customer experience by ensuring seamless event execution and handling customer queries effectively.
- Collaborate with department managers on event planning and coordination, aligning with customer expectations.

Operational & Financial Management:

- Conduct stock checks, manage budgets, code purchase orders, and reconcile invoices with the GM.
- Handle cash procedures, monitor staff absences, and liaise with suppliers for optimal pricing.

Track & Race Management:

- Perform Race Director duties, ensuring safe race control and effective communication with drivers and staff.
- Oversee kart fleet maintenance, cleanliness, and track safety standards.

Systems & Reporting:

- Master Daytona's booking and timing systems, including "Book Now" and "Clubspeed."
- Submit weekly Work In Progress (WIP) reports and coordinate month-end reporting, stock valuations, and financial reconciliation.

Health, Safety & Compliance:

- Ensure first aid certification and procedures are up to date.
- Maintain knowledge of licensing regulations, staff manuals, and NKA guidelines.

Continuous Improvement & Support:

- Attend relevant training, courses, and company functions.
- Execute additional operational tasks as directed by the General and Group Managers.

RELATIONSHIPS

1. Directly reporting to the General Manager.
2. Directly responsible for all venue staff.
3. Direct relationship with all members of the venue team.
4. Indirect relationship with all other Group Employees.

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.
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ESSENTIAL SKILLS, QUALIFICATIONS AND EXPERIENCE

- You will be an enthusiastic and flexible individual who is able to work evenings and weekends in addition to weekdays.
- You will need strong organisational, motivational and people management skills/experience with the ability to communicate effectively at all levels.
- You must be able to effectively manage, engage, train, and supervise track team members with the ability to lead by example.
- You will have a welcoming, confident and charismatic manner as well as the ability to work effectively in a fast-paced environment.
- You will essentially have an adhering approach to rules & regulations as well as the ability to apply common sense.

To apply for this position, send your CV and covering letter to careers@daytona.co.uk with the job reference in the subject line: **AGMSP25**