

DAYTONA >>

THE DIFFERENCE IS DISTINCT

Assistant General Manager

Location: Daytona Sandown Park, More Lane, Esher, Surrey

Department: Operations

Reporting to: General Manager

Hours: Full-time, (flexible, including evenings and weekends)

Are you an experienced manager, supervisor, or team leader looking for your next challenge? As Assistant General Manager at Daytona Sandown Park, you'll play a key role in the day-to-day running of the venue, supporting the General Manager, leading teams across the business, and helping ensure every customer receives a safe, professional, and memorable experience.

Why Join Us?

- Take on a senior leadership role at a busy outdoor motorsport venue
- Work closely with the General Manager and wider management team
- Lead and develop teams across a fast-paced operational environment
- Play a key role in customer experience, safety, and venue performance
- Varied role combining operations, people management, administration, and event delivery
- Full product and service training provided
- Clear opportunities for development and progression within Daytona

About Daytona & Sandown Park

Daytona is the UK's leading karting operator, delivering one of the most authentic motorsport experiences available in arrive-and-drive karting. From championship-winning DMAX race karts and iconic endurance events to corporate experiences and junior driver development, Daytona provides unrivalled racing opportunities for drivers of all levels.

Daytona Sandown Park is a long-established outdoor karting venue operating in a fast-paced, customer-focused environment. Quality, consistency, and teamwork are at the heart of everything we do, ensuring every customer receives a safe, professional, and memorable experience.

The Role

As Assistant General Manager, you will support the General Manager in the day-to-day operation of the venue and take responsibility for the business in their absence. You will oversee operational standards, support and develop teams, ensure company procedures are followed, and help deliver exceptional customer experiences across all areas of the venue.

This role requires a confident leader who can communicate effectively, make sound decisions under pressure, and maintain high standards of safety, service, and presentation.

Key Responsibilities

Venue Operations

- Support the General Manager in the day-to-day running of the venue
- Take responsibility for venue operations in the absence of the General Manager
- Ensure the venue is operational, safe, and presented to Daytona standards at all times
- Support the delivery of race events, customer bookings, and operational activities
- Work closely with department managers to ensure the smooth running of the business

Team Leadership & Development

- Lead, motivate, train, and support venue team members
- Assist with recruitment, onboarding, and staff development
- Ensure company procedures, standards, and expectations are communicated and followed
- Promote a positive team culture and lead by example

Customer Experience & Commercial Performance

- Deliver exceptional customer service standards across the venue
- Ensure customers receive a welcoming, professional, and memorable experience
- Support venue performance through effective planning and team management
- Build and maintain strong relationships with suppliers, customers, and stakeholders

Compliance & Administration

- Ensure compliance with company policies, procedures, and operational regulations
- Support completion and submission of staff documentation and administrative requirements
- Ensure daily set-up and close-down procedures are completed effectively

- Maintain high standards of health & safety, presentation, and operational compliance

What We're Looking For

- Experience in a management, supervisory, or team leadership role
- Strong organisational, motivational, and people-management skills
- Excellent verbal and written communication skills
- Ability to lead by example and engage teams effectively
- Confident, professional, and customer-focused approach
- Strong problem-solving and decision-making abilities
- Experience working in a fast-paced operational environment
- Computer literate, including Microsoft Office
- Motorsport, leisure, hospitality, or events experience would be advantageous
- Flexible availability, including evenings and weekends