



### **Central Park Greyhounds**

<b>Position:</b>	General Manager
<b>Contract type:</b>	Permanent
<b>Hours of work:</b>	40 hours
<b>Responsible to:</b>	Regional General Manager (Greyhounds)
<b>Responsible for:</b>	Full accountability for the effective and compliant operation of the site, encompassing all aspects of Health & Safety, regulatory compliance, financial performance, commercial growth, and racing activities—ensuring greyhound welfare remains the highest priority at all times.

#### **About the role**

As the General Manager, you will oversee the seamless delivery of all racing and non-racing events, ensuring every aspect runs efficiently, safely, and with the welfare of all greyhounds as a top priority. Your leadership will be key in maintaining a high-quality environment, directing both the maintenance and cleaning teams to uphold exceptional site standards.

You will be the driving force behind the smooth operation of race meetings and other events, taking ownership of all Health & Safety and Hospitality matters to guarantee a safe, compliant, and welcoming experience for all attendees.

Reporting directly to the Regional General Manager, you'll take full accountability for all on-site activity and support key business functions. Your role will involve meeting or exceeding targets, identifying and explaining any variances, and ensuring performance aligns with business goals.

Success in this position means delivering sustainable growth—through increased revenue, enhanced service standards, operational efficiencies, and by unlocking commercial opportunities across both racing and non-racing activity.

Key responsibilities include, but are not limited to:

- Ensuring full compliance with Health & Safety protocols and regulatory requirements from Government bodies, Local Authorities, the Gambling Commission, and the Greyhound Board of Great Britain (GBGB).
- Leading recruitment, training, and development of all on-site staff.
- Managing stock control, site maintenance, and customer experience to the highest standards.

Your leadership will help position the venue as a benchmark for operational excellence, customer satisfaction, and integrity within the industry.

## **Key Objectives & Responsibilities**

### **General**

- Lead the delivery of your site's annual financial plan, working closely with your team to monitor performance and respond swiftly to any variances across monthly, quarterly, and annual periods.
- Collaborate with the Greyhound Finance Team to meet revenue and cost targets, offering timely insight into any deviations.
- Maximise all sales opportunities and contribute to site profitability by identifying new revenue streams.
- Develop and execute a robust business strategy that aligns with the stadium's goals and supports wider company objectives.
- Cultivate and maintain strong relationships with key stakeholders—including customers, owners, trainers, homing organisations, sponsors, bookmakers, media, industry bodies, and contractors.
- Ensure full compliance with racing industry regulations, working closely with the Head of Racing (Greyhounds), while also championing best practices across all operations.
- Represent ARC with integrity and professionalism at all times, safeguarding the company's reputation.
- Promote efficiency by implementing effective systems, practices, and record-keeping across all departments.
- Enhance the customer journey by delivering innovative experiences that set your stadium apart from competitors.
- Play an active role in shaping and implementing group-wide policies and strategic projects.
- Stay informed on relevant legislation and industry trends to maintain full site compliance.

### **People & Performance**

- Continuously assess and support team performance, providing coaching and development opportunities to build capability and engagement.
- Foster a high-performance culture, encouraging continuous improvement and recognising talent at all levels.
- Promote agile working practices to adapt to business needs and support cross-functional collaboration.
- Proactively recruit, train, and retain a reliable pool of casual staff to reduce reliance on agency workers, ensuring consistent service standards and greater control over training and customer experience.
- Create a structured onboarding and training process to equip all team members—permanent and casual—with the skills and confidence to deliver first-class service.
- Uphold employment law and company policies to ensure a safe, respectful, and well-equipped working environment.
- Enhance team motivation and drive performance through clear appraisals, meaningful training, and engagement with site and group-wide objectives.

- Act as a key liaison with HR, supporting fair and prompt resolution of employee relations matters.

### **Racing Operations**

- Prioritise the welfare of all greyhounds on site.
- In partnership with the Head of Racing (Greyhounds) and Regional General Managers, develop a capable racing team aligned with GBGB Rules of Racing.
- Lead initiatives to improve racing KPIs—such as six-dog races and competitive favourite odds—to boost betting turnover and media income.
- Build strong relationships with owners and trainers, enhancing their race-day experience and ensuring open communication.
- Support fixture adjustments as needed, working collaboratively with leadership.
- Strengthen partnerships with homing centres to maximise rehoming opportunities.
- Contribute to the ongoing development of racing strategy and product delivery.

### **Catering & Hospitality**

- Deliver and manage an annual catering plan, tracking performance and addressing variances as needed.
- Ensure all catering operations, from preparation to service, meet internal best practices and comply with health and safety regulations.
- Maintain consistently high standards across facilities, staff presentation, and product delivery.
- Champion service excellence at every customer touchpoint.

### **Commercial Performance**

- Drive revenue growth by overseeing hospitality, restaurant, sponsorship, advertising, admissions, and all other site-specific income streams.
- Work closely with the Sales & Marketing team and external partners to maximise every commercial opportunity.

### **Health & Safety**

- Develop and manage budgets for training, regulatory compliance, and preventative maintenance.
- Embed a “safety first” culture across all areas—ensuring staff, contractors, and customers operate within legal and company-defined safety frameworks.
- Maintain strong relationships with Safety Advisory Groups (SAGs), local authorities, and group insurers to proactively manage risk and ensure continuous improvement.

### **Site & Facilities**

- Agree annual repair and capital expenditure plans with Regional General Managers, in collaboration with the Group Head of Property, to protect and enhance the site.

- Oversee a proactive maintenance schedule, ensuring contractors meet agreed standards and comply with company codes of practice.
- Support strategic development projects by contributing operational insight to appraisals and return-on-investment planning.
- Identify and recommend investment opportunities that will elevate facilities and boost site revenue.
- Maintain regular communication with the Group Head of Property regarding defects or development proposals.

**The General manager we are looking for has :**

**Experience & Skills**

- Minimum 3 years in a comparable leadership role.
- Background in racing, sports, leisure, or hospitality preferred.
- Strong interpersonal and stakeholder management skills.

**Personal Attributes**

- Methodical and solution-focused.
- Approachable, with strong communication skills.
- Effective time management and ability to thrive under pressure.
- Customer-centric mindset and service excellence orientation.
- Highly organised, systematic, and process-driven.

**Key Performance Indicators**

- Timely and effective task completion.
- Budget compliance and cost control.
- Positive customer feedback and event satisfaction.
- Fulfilment of role-specific duties to high standards.
- Full compliance with all regulatory and legislative requirements.

**Environmental & Safety Commitment**

You will adhere to all site-specific health and safety protocols, including:

- Risk assessments and COSHH regulations
- Correct use of PPE and safe working practices

You will also actively support ARC's environmental policy by:

- Minimising waste and managing resources responsibly
- Maintaining equipment to extend its life
- Reducing energy consumption and supporting recycling initiatives

**Your Role as an ARC Ambassador**

Take personal responsibility for understanding and promoting ARC's services and values. Always represent the company with professionalism, courtesy, and integrity—ensuring your site upholds the highest standards in every interaction.