



Dabbers Social Bingo
General Manager Job Description
August 2021

DABBERS

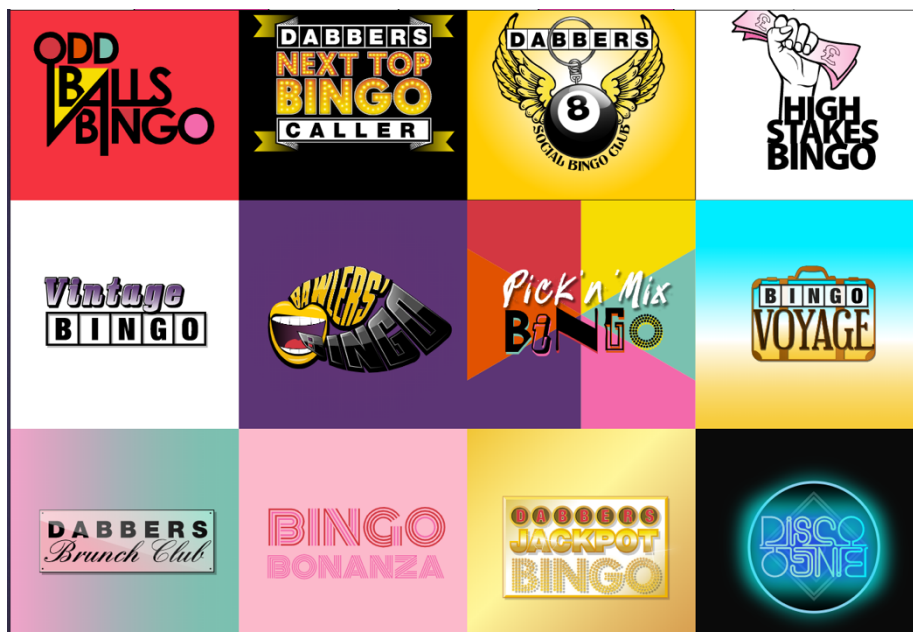
S O C I A L B I N G O

Company Description

Dabbers Social Bingo is the UK's first venue that is specifically designed for maximising the enjoyment from playing the beloved game of bingo. We combine bingo with comedians, artists, musicians and performers, whilst serving delicious food, craft beers and



cocktails. We understand that customers are now expecting more from their social occasions, and everything that we do is driven towards providing our customers with the best possible social experience whilst they are at our venue.



We provide different shows on different nights of the week. We run comedy nights, cabaret shows, shows focused on disco music, shows where we give away holidays as prizes, and numerous other original formats . We are able to create a variety of creative and exciting entertainment options all underpinned by the popular game of bingo.

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Our company culture is deeply instilled in everything that we do. We are building a cohesive team-oriented culture, where we pay our staff properly (£10.20 per hour for our hourly paid staff), we offer free gym membership, staff perks, free taxis home on late nights and a flat company structure where all members of staff are able to voice their opinions. From our company values document:

“We treat people well. And that includes everyone from our customers to our lawyers to our staff to our designers; anyone that interacts with Dabbers will be treated with respect. We pay people properly and give them reasonable hours. We are honest about what we expect from people and we ensure that we manage their expectations well.”

We understand that the success of a company is based on putting its customers and its staff first. Dabbers is about creating a social, communal environment for friends, colleagues and families to have an enjoyable time together.

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Job Overview

The General Manager of Dabbers Social Bingo is the beating heart at the centre of our operation. The General manager will be responsible for all aspects of running the venue, including having autonomy to build a team around them, make changes to key aspects of the operation of the venue and to influence the choice of suppliers and pricing of our products.

We are seeking a motivated, innovative and hard working individual that is up for a challenge. The operations of a contemporary bingo hall are not straight forward, and so we're looking for a highly competent individual that can bring their prior experience and adapt it to be relevant for the intricacies of our operation.

The General Manager will be involved in the wider aspects of the business, including working with the Directors on the financial performance of the business and attending marketing meetings with our sales and marketing team to provide feedback from the operations and ensure improvements to our product.

Entertainment is at the core of what we do, and so we're looking for a General Manager that is keen to go beyond just the day to day requirements of food and beverage service. The role is also about motivating the staff to be animated, interested and attentive, so that our customers have the best possible time when attending Dabbers.

Reports to: Creative Director

Key responsibilities

- Hiring the FOH team
- Managing the hourly paid staff payroll
- Implementing a tronc system
- Managing stock and suppliers
- Staffing the venue based on clearly defined targets

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- Generating revenue in line with the set yearly target budget
- Hitting a 70% F&B GP
- Hitting a 30% wage target
- DPS
- Providing feedback on our shows to our marketing and sales team
- Cleaning and maintenance of venue
- Showing creativity to improve venue operations

Personal competencies

Dabbers is still a young, entrepreneurial, dynamic company, where all members of staff are responsible for developing and driving forward their area of the business. As such you will

- Offering great hospitality is at the forefront of everything you do
- Ability to motivate, lead & develop an outstanding team
- Have strong communication skills and an appreciation of how your actions for the company impact the work of others
- Have some operational experience of delivering corporate events, with the attention to detail and management of internal and external relationships that this requires
- Be a self starter, who is confident working on your own initiative
- Be motivated and committed to your personal development, approaching all tasks with enthusiasm and seizing opportunities to learn new skills or knowledge in order to improve your personal performance
- Be adaptable, responding quickly and positively to changing requirements
- Be willing to work flexibly within an entertainment environment that often involves evening and weekend work

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Employment Package

- Highly competitive basic annual salary
- Clear monthly bonuses based on performance of the venue
- Enrolment into our NEST pension scheme
- Free PureGym membership
- 45 hours per week
- 28 days holiday

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