



General Manager

Employed by Redruth Revival Community Interest Company

Reporting to The Redruth Revival CIC Board via the Vice-chair, Ross Williams

Anticipated Start Date: February / March 2024

Permanent – Full Time (40 hrs/wk)

Postholder will be expected to work evenings, weekends and public holidays

Indicative Salary: £38,000 - £46,000 pa dependent on experience

Holiday: 28 days including Bank Holidays

Pension: Statutory employer contributions

Benefits: Free Parking and just 100 yards from Redruth Train Station

1. Purpose

This position offers a unique opportunity to manage and run the newly refurbished Buttermarket in the heart of Redruth. The Buttermarket will bring together office, retail and food court style dining in one venue which along with the market and entertainment events will help breathe new life into Redruth and begin to establish a nighttime economy.

The post-holder will be the lead member and line manager of the staff team and be responsible for the overall management and day-to-day running of the Buttermarket complex. They will work closely with the Board as the organisation moves from being wholly run by its voluntary directors into becoming professionally staffed.

This role will also be responsible for the delivery of the final stages of the capital project and the NLHF-funded Activity Plan which will run for a further three years after Practical Completion of the complex, estimated to be June 2024. This will involve working with our professional design team and our contractors, as well as our funders.

2. Background

Redruth Revival is a Community Interest Company (CIC) this means all Directors give their time voluntarily and any profit is reinvested in the company for the good of the town. Redruth Revival owns the grade II listed Buttermarket complex which includes the Mining Exchange and Wheal Peavor Purser's Office as well as the old HSBC Bank and Fair Meadow Car Park.



The vision for the Redruth Buttermarket is to rediscover the market town for the 21st century by creating an economically thriving, cultural and community hub at the heart of the town.

Following a £4 million refurbishment project The Buttermarket will reopen from summer 2024. There will be affordable, flexible, entry-level supported workspaces, larger units for more established businesses, a shared dining area around which will be clustered the Buttermarket Kitchens, a collection of local food providers and an all-year market, festival and events space in the courtyard.

The Buttermarket will create employment space for around 50 people across 25 businesses, showcasing local entrepreneurialism and creativity, complemented by a vibrant markets and events programme which together will rediscover Redruth as Cornwall's Market Town and help in establishing a nighttime economy in the town.

3. Responsibilities

Pre-opening

- Assist in the recruitment of the wider team
- Assist with completion of the capital project and reports to funders
- Assist with obtaining Premises Licence (Alcohol & Events)
- Legal and Health & Safety requirements e.g., registering the food premises
- Define and write processes manual
- Assist with the preparation of an induction process
- Assist with identifying suitable tenants; kitchens, retail, and office
- Oversee fit out
- Support in any pre-opening events and marketing

Once Open

- Manage and oversee all food and beverage operations
- Attract, recruit and train personnel
- Lead, motivate, line manage and support the wider team, including volunteers
- Build and manage relationships with tenants; kitchens, retail, and offices
- Ensure a high-quality service, effective cost management and guest satisfaction
- Establish, oversee and regularly review policies and procedures ensuring legal compliance and leading best practice
- Be an ambassador for Redruth Revival and the Buttermarket with our stakeholders and within the community
- Scheduling employee work hours to ensure all shifts are adequately covered
- Monitor and maintain budgets
- Maximise sales, revenue and footfall by consistently exceeding customer expectations
- Support remaining Heritage Funding related outputs mainly relating to public engagement

- Day to day admin e.g., stock control
- Maintain food hygiene and safety standards, sanitation and overall workplace safety standards
- Ensure all alcohol licensing requirements are observed
- Organisation and safe, smooth running of entertainment / events
- Oversee the building maintenance, cleanliness and security
- Check and monitor the cashiering and accounting system

NB It is proposed the Buttermarket Kitchens will be occupied by individual tenants who will be responsible for their own food sourcing, managing suppliers, planning menus, food provision, staff etc.

This list is not an exhaustive list of the responsibilities: the contract assumes further responsibilities as may be reasonably expected to ensure safe and effective running of the venue and services.

4. Person Specification

This is a fantastic opportunity to add your skills, experience, and ideas to this refurbished historic complex as it embarks on launching its brand-new offer for Redruth.

Responsible for day-to-day operations of the Buttermarket, ensuring it is a welcoming space, consistently delivers excellent service, outstanding food quality and an enjoyable experience. For retail and office tenants it is the perfect location for them to meet their own commercial objectives.

Integral to its success will be building and shaping the team to share and deliver the vision of breathing new life into Redruth whilst maintaining good relationships with key partners and other town businesses.

Essential

- Proven food and beverage management experience
- A minimum of 3 years' experience in a food, beverage, hospitality senior role
- Knowledge of industry trends, market dynamics, and competition
- Strong financial acumen and a proven track record of achieving guest satisfaction and revenue targets.
- Maintaining records and controlling budgets
- Guest-oriented, service-minded with high attention to detail
- Exceptional organisational, leadership, problem-solving, and communication skills
- Experience of managing an organisation and staff
- Outstanding interpersonal communication and customer service skills

- Knowledge of employment and relative Health & Safety legislation
- Ability to work with external partners

Desirable

- Bachelor's degree in hospitality, business administration, or a relevant field
- Manager of licensed premises or preferably previous alcohol licensee holder
- Event management experience
- Entertainment programming experience
- Working with Marketing Manager to creating and apply a marketing strategy
- Knowledge of property management
- Examples of commitment to continuous professional development
- Experience of reducing environmental impact and net zero aims

5. Application Process

We want this to be as open and simple as possible and want to know why you are the right person for the job and how your experience matches the above.

Send us your CV and a covering letter explaining all the above, no more than two sides of A4 (at 12pt font size). However, if writing is not your thing, you might like to apply by another method e.g.

- Film a selfie video (of no more than 10 minutes please)
- Send us a presentation e.g. PowerPoint with pretty pictures

You get the idea: we want you to apply in whatever manner you think suits you best!

Applications should be sent FAO Ross Williams; we require two referees one of whom should be your current or last client/employer. References will not be sought until a job offer has been made and a candidate has given their permission.

Applications should be sent via email to admin@redruth-revival.org

Closing date for applications is **5pm on Monday 4th December 2023**

Short listed candidates will be invited for interview week in Redruth on **Tuesday 12th December.**

If you have any questions or would like some extra support with your application, please email vicki@redruth-revival.org and she will be happy to help.

Redruth Revival is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.