



JOB DESCRIPTION: GENERAL MANAGER

Responsible for the Dover Truck Stop, ensuring it runs efficiently and profitably. Working with internal and external parties, leading the team to provide a high-quality facility.

WORKING HOURS:

Monday – Friday, 9.00am to 6.00pm
(plus hours necessary to meet business needs/on call support)

REPORTS TO:

Group Operations Director

RESPONSIBLE FOR

- Restaurant Manager
- Truck Stop Supervisor
- Truck Stop Health & Safety Supervisor
- Related teams

CANDIDATE REQUIREMENTS:

- Hands on approach needed
- Previous management experience is essential
- Fully familiar with Microsoft Office packages
- Additional languages advantageous



+44 (0)1304 828795



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**DOVER TRUCK STOP &
CUSTOMS CLEARANCE**



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Responsible for the Dover Truck Stop, ensuring it runs efficiently and profitably. Working with internal and external parties, leading the team to provide a high-quality facility.

KEY TASKS:

- Management of capital expenditure, budget and truck stop profit and loss accounts
- Contribute to the evaluation and development of both the truck stop strategy and performance measures
- Plan and carry out activities to agreed budgets, volumes, and timescales, in coordination with the board of directors
- Understand all necessary aspects and needs of the team, ensuring they are fully informed of operational objectives, purposes and achievements
- Troubleshoot and offer advice on solutions for complex issues
- Ensure the facility's activities meet the organisation's requirements for quality, legal, and environmental policies as well as general duty of care
- Maintain and develop working relationships with other senior managers in the business
- Maintain a working knowledge of required policies and official regulations governing all aspects of truck stop operations
- Manage and develop the team, including development of appropriate incentive schemes
- Ensure staff performance reviews are carried out in line with company policy
- Provide direction in relation to the induction, training and effective integration of new team members
- Ensure the teams are appropriately resourced and that staff hours and staff absences are managed to ensure operational requirements are met
- Monitor, measure and report on operational issues, opportunities and development plans and achievements within agreed formats and timescales
- Carry out any other reasonable duties requested by the Group Operations Director and other board members

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