



Role General Manager

Industry Live Event Production – Rigging Services

Location Stevenage, UK

Reports to Managing Director

Hours Full-time: 40 hours per week

Salary £60,000 to £70,000 per annum

Job Description

Expressions of interest to adam.searle@riggingteam.com

Role Overview

We are seeking an experienced and dynamic **General Manager** to lead and oversee all aspects of our rigging services business, which specialises in providing high-quality solutions for the live event production industry. This is a senior role requiring strategic vision, hands-on operational management, and a commercial mindset to ensure the continued growth and success of our £3m+ turnover company.

The General Manager will be responsible for the forward-facing sales and the internal operational management of the business. Reporting directly to the Managing Director, the General Manager will take full responsibility for the commercial performance, operational efficiency, and implementation of the long-term vision of the company.

Key Responsibilities

1. Commercial Leadership

- Develop and implement forward-facing sales strategies to grow revenue and market share.
- Build and maintain strong relationships with clients in the live events and entertainment industry.
- Collaborate with the Managing Director with regards to pricing strategies to ensure competitiveness and profitability, balancing market demands with cost considerations.
- Provide leadership and support to the wider team, ensuring successful delivery of client projects on time and within budget.
- Identify and capitalise on opportunities to expand the company's client base and service offerings.

2. Operational Management

- Lead and manage the internal operations of the business, ensuring seamless coordination across all departments.
- Develop, refine, and enforce company policies and procedures to maintain high operational standards.
- Oversee HR functions, including recruitment, performance management, employee engagement, and compliance with employment laws.
- Ensure the effective use and maintenance of IT systems to support operational efficiency and data security.

3. Financial Oversight

- Monitor financial performance, manage budgets, and analyse key metrics; working closely with the Finance Manager.
- Provide strategic guidance on cash flow, cost management, and profitability.
- Prepare and present financial and operational reports to the Managing Director.
- Contribute to the development of the company's long-term business plan, ensuring financial sustainability and growth.



4. Leadership and Team Management

- Lead a growing team of 20 employees, fostering a positive and collaborative workplace culture.
- Ensure effective communication across all levels of the business, aligning staff efforts with company goals.
- Mentor and develop team members, building their capabilities and supporting career growth.
- Act as a bridge between the team and the Managing Director, providing regular updates on operations and performance.

Key Skills and Experience

Essential

- Proven experience in a General Manager role, ideally within live event production or a related industry.
- Strong commercial acumen, with a track record of driving sales and managing client relationships.
- Comprehensive understanding of business operations, including policies, procedures, and HR management.
- Solid grasp of business finance, including budgeting, financial reporting, and cash flow management.
- Effective leadership and people management skills, with the ability to inspire and motivate teams.

Desirable

- Familiarity with the live events and entertainment industry in the UK.
- Previous experience of actively developing and growing an SME business.
- Knowledge of health and safety regulations and compliance requirements.
- Experience in IT systems and operational tools relevant to small businesses.

Personal Attributes

- Strong decision-making and problem-solving abilities.
- Highly organised, with excellent attention to detail.
- Confident, forward-thinking, and adaptable in a fast-paced environment.
- Exceptional communication and interpersonal skills.
- A hands-on approach with the willingness to be involved in both strategic and operational tasks.

What We Offer

- Competitive salary, commensurate with experience.
- Opportunity to lead a growing business in a dynamic and exciting industry.
- Collaborative and supportive working environment.

This job description is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post, and will be subject to review. The duties listed may be amended, as may the character of the position or the level of responsibility.