**The Role**

Port Ban Holiday Park Ltd is a family owned business run by an Operational Board (OB) composed of the General Manager (GM), the Park Manager (PM) and Non-Executive OB Director. The GM is required to report to and is a member of the Supervisory Board (SB) composed of a Chairman, Company secretary and the GM.

The SB is responsible for setting business and spiritual policy and strategy, overseeing the OB (including PBCF) and reporting to the Shareholders.

The Port Ban Christian Fellowship (PBCF) runs the spiritual activities on the Park and is answerable to the OB.

**Duties of GM:**

* To arrange and chair Operational Board Meetings and attend Supervisory Board meetings and Shareholder meetings
* To co-ordinate (and lead when necessary) PBCF activities including long term planning
* To ensure compliance in all areas of health and safety and human resources
* To directly manage the work of the Reception, café and shop managers, caravan cleaning and activities managers.
* To plan and lead staff team devotions regularly.
* To provide duty cover for the site throughout the season, in conjunction with other staff as agreed.
* To ensure and maintain excellent customer service provision throughout the season, including eliciting and responding to customer feedback and liaison with the Tenants’ Association.
* To be the link with the local community, County council, Tourism bodies and local Christian community.
* To be the link with the holiday park associations, incl. BH&HPA and CCI
* To oversee the marketing, including website maintenance and advertising in Social Media
* To oversee the management and spiritual wellbeing of all staff, full-time, part-time and seasonal.
* Provide direction and overrule (if necessary) the PM where mission and goals are clearly at risk and where it is not feasible to consult with the operational board when there is such a disagreement.
* For anything unforeseen arising between operational board meetings which would normally require OB approval and can’t wait, then the GM as Chairman must make an interim decision pending the meeting, after first attempting to consult with the OB (and failing that, SB) if time.

**Together with PM:**

* To work with the Supervisory Board in the reviewing and long term planning of the Park
* to produce and report quarterly and annual management accounts including budgets including actual figures,
* To ensure that all departments operate within agreed financial and staff cost budgets as approved by the SB
* to organise the recruitment, induction, training and development of staff and especially the training and development of permanent staff.to carry out regular appraisals for all permanent staff, and to ensure other appraisals for seasonal staff are conducted as appropriate.
* to be responsible for the Health and Safety of the Site
* to oversee, adapt and document all on-site procedures and systems to ensure productive, efficient and profitable site operations.
* To vet and approve new tenants
* To approve the purchase and sale of caravans and vehicles and items of plant/equipment within the limits of budget and directors’ powers
* To take all reasonable steps to protect and enhance the site, its infrastructure and assets within the pre-defined budgets.
* Other duties and responsibilities as may be required by the Supervisory Board