

GENERAL MANAGER COPPER BOX ARENA

Five Star Catering is looking for an experienced General Manager to lead the food and beverage operation at the Copper Box Arena.

This is a major venue with a capacity of 7,500, nine permanent kiosks, seven pop-up areas and a large operational team delivering across a busy calendar of events.

The role requires someone commercially strong, operationally confident and comfortable managing a complex venue with multiple stakeholders.

The Role

You will take overall responsibility for the venue's catering operation, including:

- Leading and developing a team of up to 70 staff
- Managing financial performance, budgets and P&L
- Driving revenue, controlling costs and improving profitability
- Managing key client relationships, including GLL, LLDC, London Lions and Pulse
- Overseeing nine kiosks, seven pop-up areas and all event-day logistics
- Working closely with the Kitchen Manager to develop and improve the food offer
- Ensuring high standards of service, compliance and operational delivery
- Working alongside the Staffing Manager, Recruitment Manager, HR team, Kitchen Manager, Floor Managers and Team Leaders
- Reporting into and managing expectations across Five Star Catering

You will need:

- Strong experience managing a large food and beverage operation
- A clear understanding of P&L, labour costs, stock control and commercial performance
- Experience leading large, multi-level teams
- The ability to manage demanding clients and maintain strong working relationships
- Confidence operating in a fast-paced events, hospitality or venue environment
- A practical, flexible approach and the ability to stay on top of multiple priorities
- Strong leadership, communication and problem-solving skills

How to apply

Please send your CV and a short introduction outlining your relevant experience to Anthony@fivestarcaterers.co.uk

Applicants must have the legal right to work in the UK.