



Dial House, Whitbourne, Worcester WR6 5SG

[www.crumplebury.co.uk](http://www.crumplebury.co.uk)

## General Site Manager: Crumplebury Ltd

Starting salary £45k plus bonus



*We firmly believe that every occasion deserves to be memorable and unique. From our awe-inspiring, purpose built barn in rural Herefordshire we curate personalised experiences for couples, families, friends and businesses. Our guests are those who seek out fabulous food and appreciate feeling spoiled and indulged. At Crumplebury we positively encourage everyone to break from the norm and discover something truly original. With a flair for farm-to-table fine dining, our home grown talent (and produce) is at the heart of our offering. We'll pull out all the stops for a feast of fine cuisine, or fire up the Landy and deposit you at the top of a hill for a barbecue. And therein lies the beauty of Crumplebury.*

We are seeking an exceptional colleague to join the owners of Crumplebury and Whitbourne Estate and lead a team delivering the brand promise of Crumplebury, a new luxury events, restaurant and bedrooms venture opening in October 2019. Crumplebury will comprise a bar, lounge, grand hall, 1<sup>st</sup> floor art gallery and various outside spaces. It will be capable of hosting events for up to 250 people. In addition, Crumplebury is home to Green Cow Kitchens, a fine dining restaurant which was the genesis of the project. Supporting the events

food and beverage spaces are 11 exquisite en suite double bedrooms and a 2 bedroom self-catering cottage, operated as 5\* properties.

Crumplebury seeks to challenge the norms of high-end hospitality. The successful candidate will be eager to develop fresh new approaches to delivering exceptional and memorable customer experiences through a motivated and committed team.

The successful candidate will ensure the smooth daily running of the business, as well as play a key role in its long-term commercial development. Exemplary leadership and organisational skills are essential for this role, with full responsibility for the day-to-day management of company operations.

Reporting directly to the Owners, the role will:

- Oversee the successful day-to-day running of the business, leading and inspiring both the front of house and kitchen teams to deliver exceptional creativity, the highest operational standards and impeccable customer service levels at all times
- Lead a recruitment drive of additional kitchen, service and housekeeping staff to bolster the existing team
- Provide recommendations to the owners concerning personnel structure, recruitment timescales and department organisation
- Develop, maintain, manage and audit operational procedures for stock, cash handling, health and safety, maintenance, risk assessments, HACCP, kitchen hygiene and any other areas needed to keep the business running efficiently and compliantly with relevant legislation.
- Report company progress to the owners and board of directors on a regular basis
- Be responsible for achieving the agreed gross profit margins across all departments
- It should be noted that the GSM will not initially be held accountable for marketing and sales, this function will be fulfilled by the founders, but in the fullness of time, the role could be developed to be an autonomous General Manager function.

Skills and experience required:

- At least 4 years' experience in running high-end event catering, bar, restaurant and bedroom operations
- Ability to work effectively and calmly under pressure, meeting deadlines in a challenging and changing environment
- Impeccable organisational skills and a tenacious attention to detail
- Proven experience of leading and developing teams

- A hands-on, gregarious character with exceptional inter-personal skills when engaging with customers, business owners and staff
- Consistently demonstrate a great work ethic, self-discipline, and meticulous self-presentation standards, ensuring those attributes emanate throughout your teams
- Well-travelled, knowledgeable and eager to learn and adopt the brand principles of Crumplebury
- Excellent Communication skills

Person Specification:

- Excellent English language skills, both written and spoken
- The necessary permissions to live and work in the UK
- A good standard of IT proficiency
- A strong commercial and financial acumen
- Driving license

This is a role that will grow rapidly and the opportunity for advancement in terms of responsibilities as well as salary is significant. We are seeking a candidate to join the business in September 2019 to help the owners get ready for launching in October 2019.

Starting salary of up to £45k depending on experience, with the potential to grow. A bonus scheme will be offered as part of the remuneration package and will be based on personal and overall business performance.

Applications should include a CV and covering letter sent to Bridget Vaughan, Estate Secretary:  
bridget@whitbourneestate.co.uk or The Estate Office, Dial House, Whitbourne, Worcester WR6 5SG

Closing date for applications 24<sup>th</sup> May 2019.

