

HICKORY

Job Title: General Manager, Cairns Farm Estate (a venue operated by Hickory)

Reports to: Head of Operations

Salary: £35K+

The role

Cairns Farm Estate in Kirkliston, a few miles west of Edinburgh city centre, recently launched a new contemporary venue built around a rural barn which is host to weddings, parties and events. As part of the estate offer there is also a luxury restored farmhouse, honeymoon apartment and six cabins.

The General Manager will oversee the day-to-day running of the Cairns Farm Estate venue, properties, and events, leading a dedicated team and contributing at a senior and strategic level to Hickory's business operations. You must be a strong impactful leader, with a hands-on approach. The GM will also manage client and stakeholder relationships whilst ensuring contractual compliance and adherence to company policies. Accurately reviewing business performance and ensuring the delivery of key financial targets and budgets will be a key component of the role.

Key responsibilities

- Fully accountable for the overall venue operation and accommodation including meeting targeted KPIs
- Managing budgets, financial plans and controlling expenditure
- Managed this business in line with Hickory operating practices and processes, with compliance on our Quality Management System, with a focus on continual improvement.
- Deliver incredible hospitality experiences and events to our customer portfolio.
- Motivate and lead a successful team across each function to deliver an exceptional guest experience (facilities, hospitality, kitchen)
- Identifying and acting upon opportunities to grow revenue and reduce costs
- Ensure business targets for revenue, occupancy and profit achievement are met or exceeded by working closely with the successful team and central support functions
- To ensure full compliance with licensing laws, health & safety and other statutory regulations
- To confidently network to drive the business forward by promoting the venue and establishing new business opportunities
- To ensure the venue is best positioned in the competitive market, keeping up to date with market trends
- Run the business with the passion as though it was your own business whilst engaging with central support functions, owners, internal & external stakeholders and local suppliers

Key Skills/Qualifications/Experience

As a General Manager representing both Hickory and Cairns Farm Estate you will always be working on behalf of our guests, owners and working with other team members. You must possess the attitudes, behaviours, skills and values that follow:

- Previous experience in the same or similar role (3-5 years)
- Strong ability to work with urgency within defined deadlines
- Highly impactful with the ability to deliver and drive results
- Maintain a strong people focus
- Excellent organisational, attention to detail and time management skills; with the ability to prioritise and complete a very busy workload effectively

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- Great networker and sales focused
- Excellent communication skills, both written and verbal
- Financially astute
- Strong operational experience
- Great leadership skills and enjoy working as part of a team in a social environment
- A strong commercial awareness.
- Personal Licence Holder is desirable

About Hickory

We deliver showstopping food and drink experiences in incredible venues, locations and sites across Scotland, developing lasting partnerships.

Our values are embedded in our teams, instilled in our business and vital to our customers. Rooted in respect for our people, the places we work and our planet, we are driven to deliver the very best service we can for our customers.

That's how we operate, but our real motivation for what we do is the food, drink and amazing experiences we create for our customers. Our team are always on the lookout for local, seasonal, produce that inspires them to develop innovative and exciting menus and drinks lists.

Working for Hickory, you will join an award-winning team with a focus on quality in everything we do. We're passionate about training, learning, and developing our future stars, innovation and leadership from within. We aim to promote a culture of respect throughout the food, drink and events industry and to ensure 5* service, and product quality is delivered to our customers at every touch point.

We focus on quality, and we know that to attract a quality team we must look after our own, so we have created an enhanced benefit package that's flexible to suit the needs of our team.

The Hickory Way – Our Values

Bold

We make creative choices that inspire innovative opportunities for our clients, our teams and the industry. We own our choices, and they make us stand out from the crowd.

Genuine

We operate with decency, we are true to our word and build authentic relationships and experiences.

Respect

We treat others how we'd like to be treated ourselves. We have respect for our people, places and planet, and if we say we'll do it, we deliver it, exactly.

Partnerships

We take time to nurture relationships, collaborating in the most creative ways to find effective methods of delivering success.

Excellence

We go the extra mile to deliver on our commitment to quality work. Our training and development is second to none thanks to our all-encompassing quality system.