

HICKORY

Job Title: General Manager

Location: Multiple Venue site in Cumbria

Reports to: Head of Operations

As an award-winning Scottish business, Hickory has a reputation for delivering bold culinary leading-edge food and drink experiences in beautiful venues, with a focus on innovative and invigorating menus.

We are looking for a dynamic **General Manager** to join us in this exciting opportunity in Carlisle. Set to open in early Autumn, the newly redeveloped venue combines first-class entertainment, catering, leisure and swimming facilities on a single site. The new flagship facility will support a broad range of new programmes and opportunities for physical activity and mental health development.

Working for Hickory, you will join an award-winning team passionate about training, learning, and developing our future stars, innovation and leadership from within.

The person we are looking for must have a real passion for food & events. We are a friendly, decent bunch & we respect our people, places and planet. We want someone who has a real drive & enthusiasm for their job, as well as for their colleagues and the company. We always put the customer at the heart of our decisions, and never accept anything less than 5-star standards – that's the Hickory Way.

Role

As a General Manager, we are looking for a strong impactful leader who is responsible for the following tasks:

- Fully accountable for the multiple sites daily operation, meeting targeted KPIs
- Managing budgets, financial plans and controlling expenditure for all locations
- Identifying and acting upon opportunities using data to grow revenue and reduce costs
- To 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 and safety and other statutory regulations
- To confidently network to drive the business forward by promoting the venue and establishing new business opportunities
- To motivate and engage a successful team to deliver an exceptional client experience
- 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
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Key Deliverables

A General Manager serving Hickory is always working on behalf of our clients, 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
- Previous management of multiple sites
- 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 & time management skills; with the ability to prioritise & complete a very busy workload effectively
- Great networker & sales focused
- Excellent communication skills, both written and verbal
- Financially astute & Budget driven
- Great leadership skills and enjoy working as part of a team in a social environment
- A strong commercial awareness.
- Personal License Holder is desirable

Hours

- 40 hours per week - 5 days out of 7 to suit the needs of the business, to include evenings and weekends
- Willingness and flexibility to work outside these hours when necessary to meet the requirements of the job.
- 28 Days holiday including public holidays, plus birthday
- Holidays to be taken to suit the seasonal needs of the business

Salary

- Salary £45-50k dependant on experience.
- Aviva Health Cover – Routine & GP referral service, signature hospital list and dental & optical cover
- Access to pension scheme

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.

To apply, email your CV & covering letter to jobs@hickoryfood.co.uk