



## GENERAL MANAGER

FULL TIME, PERMANENT

MARKET COMPETITIVE PACKAGE, DEPENDENT ON EXPERIENCE

Jordan's Mill sits on the outskirts of Biggleswade, just a stone's throw from the A1 in Bedfordshire on a mill site mentioned in the Domesday Book of 1086. The Jordan Family bought Holme Mills in 1893 and it became one of the leading Bedfordshire Flour Mills of its time.

Since then, six generations of the Jordan family have been involved in milling and the business is currently owned by Bill (William Jordan 6<sup>th</sup>) and his brother David.

Our vision for the site is to celebrate the traditions of a Mill that has been run by the Jordans family for over 160 years, whilst providing a beautiful setting offering an excellent customer service and eating experience.

We are looking to recruit a **GENERAL MANAGER** to continue our exciting journey.

You will be responsible for leading the operation and developing sales in our key areas of food and beverage along with retail sales and corporate bookings and events. The attractive riverside setting includes a café, mill and gardens in a delightful setting with a fascinating historical heritage.

The successful candidate will be naturally entrepreneurial and have a background working in a busy visitor attraction with a strong emphasis on food and beverage outlets. You must be confident in your knowledge of the tourism industry and have experience in identifying external funding sources and successfully bidding for them and have a keen eye on external fundraising such as via the Heritage Lottery Fund.

You will be an experienced leader able to empower your diverse team to deliver excellence every day through your hands-on / can-do approach, demonstrating gravitas and a clear site leadership presence. You also need to be a strategic thinker, working with the owners to continually develop this unique site. You should have exceptional communication and inter-personal skills along with a strong commitment to our vision, to continue our journey in the delivery of our vision as well as protecting our assets.

Your key responsibilities will be:

1. Strategy, organisational development and business planning;
2. Risk and governance of day to day operations taking responsibility for the processes and mechanisms that serve the business;
3. Financial Management – Oversight of budgeting and management of capital expenditure with a keen focus on ensuring that the F&B operation achieves its set food GP and targeted wage costs;

4. Attraction Management – Ensuring we consistently maintain high standards and through competitor observation offer a first-class visitor experience generating regular, consistent and increasing footfall;
5. Site Management – Ensure the development and maintenance of the whole site – our historic mill, visitor centre, Gardens and extensive land, all within a natural flood plain; Ensure the delivery of the rolling 5-year Estate Management Plan, encouraging natural species, facilitating the full engagement of Jordan’s Trust and to ensure the continuous development and horticultural maintenance of the sites gardens;
6. Commercial Management – Through a dedicated team, oversee the admissions desk for mill tours, shop and café, constantly evaluating collective and individual departmental performance, identifying new income streams and opportunities;
7. Third Party Income Stream Management - Engagement of third-party users to maximise the use of both land and premises, on both long- and short-term basis;
8. People Management - Through the HR Manager, ensure the effective engagement and management of our people resources, setting standards and providing both support and challenge to line managers to deliver excellence, making Jordan’s Mill a great place to work;
9. Project Management - Oversee the delivery of all project activity on site, acting as project manager on larger projects and mentor for direct reports on smaller projects; Ensure effective delivery - right first time, on time, to cost and to the desired standards; Remain vigilant for potential grant and funding opportunities, such as the Heritage Lottery Fund, and oversee the detailed and timely applications processes;
10. Overall accountability for site Health, Safety and Security;
11. Line management – responsible for the coaching, support and development of 8 direct reports (Heads of Departments – Finance, Marketing, HR, Food and Beverage Team (kitchen and front of house, as well as the business development and event management function), Gardens and Maintenance).

For a full job description and / or an informal discussion about this exciting role, please make contact via the email address provided for applications.

Application by concise CV and Covering Letter.