



## **JOB DESCRIPTION**

<b>Position:</b>	General Manager
<b>Reports to:</b>	Executive Director (Estates and Operations)
<b>Salary:</b>	TBC dependent upon experience
<b>Location</b>	Dumfries House Estate, Cumnock, Ayrshire, KA18 2NJ
<b>Job Summary:</b>	Responsible for the operation and management of Dumfries House

### **About The King's Foundation**

The King's Foundation provides holistic solutions to challenges facing the world today. We champion a sustainable approach to how we live our lives and build our communities, we run a diverse programme of education and training for all ages and backgrounds, and we regenerate and care for places where communities thrive and that visitors enjoy.

We work nationally and internationally but at the heart of our organisation is the heritage-led regeneration of the Dumfries House estate and its wider community, where our principles and philosophies are explored and put into practice.

The work of The King's Foundation is inspired by our Founder and President, His Majesty The King, and his philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future.

We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work. We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments.

We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

### **Dumfries House Estate**

Dumfries House Estate is the headquarters of the King's Foundation. At the heart of the estate is Dumfries House, a beautifully restored Georgian house dating back to 1759. The estate offers a diverse range of education programs and activities based in each of the centres located across the estate. In addition to educational activity the estate is a recreational space for visitors to come and enjoy all year round.



Dumfries House hosts historical tours, events, and weddings. On the estate there is a 5\* luxury 22 room bed and breakfast and self-catering cottages. To cater for day-to-day visitors, the Estate also has a café and shop which welcomes thousands of visitors per year.

The income generated from these activities help support the charitable activity that the Foundation delivers. The charitable work and ethos is echoed throughout the commercial departments with an emphasis on training and progression of staff and the harmony ethos championed with suppliers and produce.

### **The Role**

As the General Manager you will have overall responsibility for the day-to-day management of Dumfries House. A hands-on role and public facing you will be working with the hospitality and house teams to oversee a profitable events and hospitality business. The role covers a diverse number of areas including but not exclusive to general operations of Dumfries House, hospitality and tours business in Dumfries House as well as working with the managers of the Café, Lodge, Woodlands restaurant and Cook school.

### **Key responsibilities and tasks include:**

- Lead the end to end, day-to-day delivery of the hospitality business creating maximum return on the resources available.
- Manage day-to-day operations of the house liaising with the housekeeping manager and collections manager.
- Responsible for the hospitality revenue and budget ensuring the business performs to plan.
- Set King's Foundation 'brand standards' to ensure consistency across all KF departments relative to their audience.
- Budget responsibility for departments reporting to Executive Director on performance.
- Identify and develop new opportunities for the business.
- Continuously monitor efficiency of department including processes, structures, and products to ensure an efficient and seamless delivery.
- Working with the media and marketing team you will develop marketing strategies to promote Dumfries House.
- Ensure the highest standards are met at all times.
- Develop strategies to grow footfall and commercial income.
- Work to deliver events when required.

### **Skills and Experience Required:**

- The successful candidate should have extensive experience in managing a multi-disciplinary team in the tourist or hospitality sector.
- The postholder should be able to demonstrate prior experience in operating and managing a successful hospitality business.
- Financial and budget management.
- Managerial experience required of at least 5 years.



- Experience in developing new business and working with marketing teams to develop new strategies
- Proven track record for leading to achieve operational and performance targets.
- At least 2 years experience in a role of this type.

**Additional Information:**

**Hours of Work:** 09:00 - 17:30, 5 days over 7. (40 hours per week)

**Applications:** Please submit a completed [Application Form](#) with a cover letter and CV (please note one A4 page maximum each for CV and letter) to [hr.recruitment@kings-foundation.org](mailto:hr.recruitment@kings-foundation.org)

**Closing date for applications:** Friday 5<sup>th</sup> April 2024