

Job Description

General Manager

Location	Near Darlington, North Yorkshire
Reports to	Directors / Ownership Group
Direct reports	Events Manager, Head Chef, FOH Manager, Accommodation team
Contract type	Full-time, 5 days over 7 — flexibility required including evenings, weekends and events as business needs dictate
Salary	£45,000–£55,000 per annum, dependent on experience, plus discretionary performance bonus
Benefits	Staff meals on shift, discounted stays and dining, pension, 28 days holiday (inc. bank holidays)

ABOUT THE ROLE

Kip & Nook is a boutique countryside retreat near Darlington, bringing together distinctive accommodation (The Barn, Cabin and Pitches), two food & beverage outlets — The Workshop (all-day brunch and wood-fired pizza) and Alberto's Farmhouse (Italian farmhouse dining) — and a growing events business.

We are looking for an experienced, hands-on General Manager to take full operational ownership of the site: driving guest experience, commercial performance, team leadership and day-to-day standards across accommodation, F&B and events. This is a rare opportunity to shape the leadership of a growing, characterful hospitality business, reporting directly to the ownership group.

KEY RESPONSIBILITIES

Operations & Guest Experience

- Take full day-to-day responsibility for the smooth, high-standard running of accommodation, both restaurants and the events calendar.
- Act as the senior point of escalation for guests, ensuring issues are resolved quickly and standards remain consistent across all outlets.
- Set and maintain service, presentation and quality standards in line with Kip & Nook's brand and guest expectations.
- Own health & safety, food safety and licensing compliance across the site, working with department heads to keep policies current.

Commercial & Financial Management

- Own the site P&L: set and manage budgets, monitor performance against targets, and report on trading to the ownership group.
- Manage cost control across labour, stock and overheads without compromising guest experience.
- Work with the Events Manager on pricing, packages and forecasting to maximise yield across accommodation and events.
- Identify and lead on revenue opportunities across quieter periods, midweek trade and new guest segments.

Team Leadership

- Lead, motivate and develop the wider team, including the Events Manager, Head Chef, FOH Manager and Accommodation staff.
- Oversee recruitment, onboarding, rotas and performance management across departments.
- Build a strong, consistent culture across accommodation, the kitchen and events, so the site operates as one business rather than separate outlets.

- Run regular team briefings and department head meetings to align priorities and communicate business updates.

Brand, Marketing & Growth

- Act as a guardian of the Kip & Nook brand across guest touchpoints, ensuring consistency in tone, presentation and experience.
- Work with marketing on seasonal campaigns, offers and content to drive bookings across accommodation, dining and events.
- Support the ownership group in identifying opportunities for future growth, including new revenue streams and site development.

Person Specification — Essential

- Proven experience as a General Manager, Deputy GM or senior operations manager within hospitality, ideally spanning accommodation and F&B.
- Strong commercial and financial acumen, comfortable owning a P&L and reporting to owners/directors.
- Confident, hands-on people leader with experience managing multi-department teams.
- Working knowledge of UK health & safety, food safety and licensing requirements.
- Excellent guest-facing manner and a genuine passion for hospitality and guest experience.

Person Specification — Desirable

- Experience in a boutique, independent or multi-outlet hospitality business rather than a single large branded property.
- Experience with events or wedding operations alongside day-to-day F&B and accommodation.
- Personal licence holder (or willingness to obtain one).
- Based in or willing to relocate to the Darlington / North Yorkshire area.

WHAT KIP & NOOK OFFERS

- £45,000–£55,000 per annum, dependent on experience, plus discretionary performance bonus.
- Staff meals on shift.
- Discounted stays and dining across Kip & Nook and Alberto's Farmhouse.
- Pension contributions.
- 28 days holiday (inc. bank holidays).
- A rare opportunity to shape the senior leadership of a growing, characterful hospitality business.

HOW TO APPLY

Please send your CV and a few lines about yourself to recruitment@kipandnook.com. We'd love to hear from you.