

## **Hotel General Manager – Hell Bay Hotel – Bryher, Isles of Scilly**

<b>Department</b>	Hell Bay Hotel
<b>Reporting To</b>	CEO
<b>Salary/Hourly Rate</b>	Competitive
<b>Hours</b>	Full Time
<b>Contract Length</b>	Permanent

**We're looking for someone with experience in a luxury hotel to manage the team at our award winning, boutique hotel on the beautiful island of Bryher, Isles of Scilly.**

### **Responsibilities and duties –**

- Staff management, recruitment, training and encouraging outstanding levels of service
- Customer liaison; having a strong presence within the hotel and personally ensuring every guest has an exceptional experience
- Maintaining an understanding of, and enthusiasm for, all wine and food on offer
- Assisting with deliveries and maintenance
- Budgeting; cash control; reaching targets and understanding tariff set up
- Handling event bookings and administrative duties
- Ensuring exceptional standards of cleanliness and presentation are maintained throughout the entire hotel and grounds

### **Our ideal candidate –**

- Will come from a hotel background, preferably in a management role
- Has excellent customer service and management skills
- Boasts strong business acumen and the ability to work well under pressure
- Is flexible and willing work split shifts and weekends
- Has a vast knowledge and passion for hospitality and customer care
- Is able to provide outstanding references

### **About Tresco Estate**

Tresco Estate is a family-run business on the Isles of Scilly, 28 miles from the Cornish coast, comprising Tresco Island, and Hell Bay Hotel on the neighbouring island of Bryher. Tresco Island comprises timeshare and rental cottages, two restaurants, an inn, a world famous garden, gallery, leisure spa, shop and a working farm. Hell Bay Hotel on Bryher is an award-winning boutique hotel with 25 suites, a 3 AA Rosette restaurant, Crab Shack, therapy shed, and yoga studio.



### **Working & Living Here**

We offer excellent rates of pay, provide all staff with accommodation and pay for your travel from Penzance at the beginning and end of your contract period. All of our staff are paid at National Living Wage or above, and many positions offer gratuities and the option of paid overtime. We know a good team member when we see them, and there are regular opportunities for progression within our business.

Tresco and Bryher have small and welcoming communities and share a small school, located on Tresco.

Besides getting to work on a beautiful island with the beach on your doorstep, you'll also receive extensive benefits. These include 20% discount in our shop and restaurants, complimentary boat tickets and free use of camping equipment and kayaks to explore the islands, and preferential rates in our holiday accommodation so friends and family can come and visit.

### **To Apply**

Please submit your CV and a covering letter to [personnel@tresco.co.uk](mailto:personnel@tresco.co.uk) or Personnel, Tresco Estate, Tresco, Isles of Scilly, TR24 0QQ.