



Job Title	Creamery General Manager
Department	The Creamery
Reports to	Chief Executive - Hospitality
Direct Reports	Head Chef and Front of House Team, including Assistant Restaurant Manager
Working hours and pattern	5 days out of 7. Predominantly daytime hours with some evenings to support/run evening events.

Purpose of this role

The Creamery General Manager is responsible for the overall leadership, performance and operational delivery of The Creamery at Castle Cary Station, ensuring an exceptional guest experience, strong commercial results and consistently high operational standards across the property. Leading a diverse hospitality destination that includes the Station Café, Maid of Somerset, seasonal coffee concepts and wider site operations, the role provides strategic and hands-on leadership across front and back of house teams.

The role is accountable for the day-to-day management of the property, including facilities, presentation, maintenance and external stakeholder relationships, ensuring the site operates safely, efficiently and to brand standards. Working closely with retail and production teams based within the building, the General Manager ensures a seamless and cohesive experience for guests while fostering a positive team culture, developing people and driving continuous improvement across all areas of the operation.

Responsibilities

- Full accountability for the overall Creamery property, commercial performance and guest experience.
- Recruit, lead and develop all front of house and back of house teams across the Station Café and Maid of Somerset.
 - Oversee all property operations including:
 - Engineering
 - Cleaning
 - Gardens
 - Opening and closing procedures
 - Station platform upkeep
 - Signage
 - PR and marketing campaigns
 - Parking operations
 - Relationship management with GWR
- Take full responsibility for the Food and Beverage operation across the Station Café and Maid of Somerset, driving revenue growth, profitability, service excellence and operational standards.
- Ensure consistently exceptional standards of hospitality, presentation and guest experience throughout the property.



- Drive commercial performance, team engagement and operational efficiency across all areas of the business.
- Work closely with wider estate departments to deliver a seamless visitor experience and uphold The Newt brand standards.
- Lead and support future operational developments, including the car parking project and coffee bar.
- Maintain a highly visible presence on the floor, leading by example and engaging directly with guests, travellers and teams.
- Responsible for all health, safety and hygiene compliance throughout the property.
- Achieve budgetary targets relating to sales, payroll and operational costs.
- Support recruitment, training, development and retention across F&B teams.
- Maintain company representation, ensuring you and your teams always look impeccable.

Skills and experience needed for this role

- Proven track record in a senior management role within a fast-paced, high-quality hospitality environment.
- Strong Health & Safety knowledge and operational compliance experience.
- Entrepreneurial mindset with strong commercial and financial acumen.
- Hands-on leader who leads from the floor and takes ownership of the property's success.
- Passionate about hospitality, guest experience and team development.
- Highly organised with excellent operational leadership and time management skills.
- Comfortable managing multiple revenue streams, departments and priorities simultaneously.
- Strong communication, relationship-building and stakeholder management skills.
- Excellent attention to detail and presentation standards.
- Strong understanding of food, beverage and premium hospitality operations.
- Collaborative approach with the ability to work effectively across multiple departments.
- Proficient in Microsoft Office and comfortable using hospitality and business technology platforms.
- Adaptable and able to thrive within a dynamic and evolving business environment.
- Maintains impeccable professional standards, conduct and personal presentation at all times.

Skills and experience preferred for this role

- Previous experience with ResDiary preferred.

Department Description

The Creamery at Castle Cary Station is a unique working dairy, Station Café, retail space and hospitality destination celebrating the golden age of British rail travel. Set within the restored 1912 milk factory alongside the railway platform, The Creamery combines heritage, craftsmanship and modern Somerset hospitality in a truly distinctive setting.



Open to both locals and travellers alike, the Station Café serves breakfast, brunch, lunch and Sunday roasts in a relaxed yet elevated environment inspired by classic railway dining. Menus celebrate hearty British cooking using ingredients grown, farmed and produced across The Newt estate, including produce from the gardens, bakery, butchery and creamery.

At the heart of the property is the working dairy, producing artisan cheeses and buffalo milk products using milk from The Newt's own herd. Alongside the café and retail offering, guests can also experience afternoon tea aboard the Maid of Somerset — a beautifully restored 1921 British Pullman carriage situated within The Creamery gardens, offering a first-class hospitality experience inspired by the elegance of historic rail travel.

The Creamery plays an important role as a gateway to Somerset, welcoming visitors arriving via Castle Cary station while serving as a destination in its own right for exceptional hospitality, seasonal events and community experiences.