



Job Title	Hotel Operations Manager
Department	Hotel
Approximate Department Size	75
Reports to	Hotel General Manager
Direct Reports	<ul style="list-style-type: none"> • Restaurant Manager – Botanical Rooms • Head Chef – Botanical Rooms • Head Sommelier – Botanical Rooms • Restaurant Manager – Farmyard Kitchen • Head Chef – Farmyard Kitchen • Business Manager
Working hours and pattern	Required to meet business needs, 5 out of 7 days
Will this role qualify for tronc or bonus?	Bonus

Purpose of this role
<p>The Operations Manager leads all Hotel-based Food & Beverage operations at The Newt in Somerset, including the Botanical Rooms Restaurant, Farmyard Kitchen, Hadspen Bar and associated outlets.</p> <p>This role ensures that each dining experience celebrates estate-grown produce and embodies the Hotel’s commitment to craftsmanship, hospitality and seasonality. As a hands-on leader, the Ops Manager drives exceptional guest service, operational excellence and continuous improvement.</p>
Responsibilities
<ul style="list-style-type: none"> • Lead, inspire and support all hotel F&B teams, fostering a positive and high-performing culture grounded in The Newt’s core pillars. • Recruit, train and develop team members to ensure high capability, motivation and succession planning. • Implement clear standards, systems and structures that uphold consistency and excellence across all F&B outlets. • Promote a learning environment where teams grow, innovate and embrace change. • Support teams in sharing stories of produce, provenance and craft, enriching the guest journey. • Collaborate closely with culinary and beverage teams to ensure menus remain seasonal, estate-led and grounded in the land. • Ensure all outlets reflect the Hotel’s identity and uphold the philosophy of mindful, sustainable and waste-conscious operations.



<ul style="list-style-type: none"> • Ensure hotel outlets operate efficiently and deliver quality while meeting financial targets. • Oversee budget management, forecasting, labour planning and purchasing. • Analyse sales, cost performance and guest insights to identify opportunities for improvement. • Ensure full compliance with food safety, hygiene and health & safety legislation. • Ensure immaculate personal and team presentation that reflects the quality and identity of The Newt. • Maintain exceptional standards of ambience, cleanliness and detail across all hotel outlets. • Support the general hospitality operation as required
<p>Characteristics needed for this role</p>
<ul style="list-style-type: none"> • Approachable, confident communicator with strong motivational skills. • Eye for detail • Drive to give personalised service • Motivated to think outside the box and go extra mile to deliver best possible service.
<p>Skills and experience needed for this role</p>
<ul style="list-style-type: none"> • Sound commercial acumen with experience in cost control, forecasting and performance analysis. • Strong organisational skills with the ability to adapt, innovate and embrace change. • Exceptional attention to detail across service quality, presentation and guest care. • Extensive experience managing a high end F&B Outlet. • Passion for food, beverage, seasonality and luxury hospitality.
<p>Skills and experience desired for this role</p>
<ul style="list-style-type: none"> • Proven leadership of multi-outlet or multi-team operations within the luxury hospitality sector. • Experience working in F&B within a Luxury Hotel.
<p>Qualifications desired for this role</p>
<ul style="list-style-type: none"> • WSET Level 2 in Wines/Spirits • Hospitality Management Degree/Diploma
<p>What systems will be used in this role?</p>
<ul style="list-style-type: none"> • ResDiary • Acuity • Oracle Opera • Micros Symphony • Fourth – HR System • SAGE – Finance system • Infraspak – Maintenance System



- Mango – H&S System

Department Description

Within the Hotel Department, Food & Beverage is an essential expression of who we are. Our restaurants and bars, Botanical Rooms, Farmyard Kitchen and Hadspen Bar, offer guests a true taste of the estate, with menus shaped by the seasons and ingredients gathered from our gardens, orchards and farmland.

Working hand-in-hand with our chefs, growers and makers, the Hotel F&B team brings the estate to the table with generosity, knowledge and genuine warmth. Every dish and every interaction is an opportunity to share our story of craft, of seasonality, and of thoughtful hospitality.

With our Hotel Guests at the centre of all that we do, we ensure our dining spaces feel both refined, welcoming and fun. Together, we create experiences that are rooted in the land, shaped by the seasons, and delivered with care.

The Botanical Rooms Restaurant sits within Hadspen House's West Wing and serves refined, seasonal food with personalised service.

Our Hadspen Bar serves cyder and innovative cocktails, blending locally sourced and world-renowned spirits with ingredients foraged from the estate.

FarmYard Kitchen is a more intimate restaurant located at our FarmYard site, with a menu centred around dishes to share, prepared in their wood-fired oven.