

## Park General Manager Designate

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Company: Haven

Location: England

Category: management

Here at Haven Holidays, we're dedicated to creating unforgettable experiences for our guests and owners, and we're looking for exceptional individuals like you to lead our parks with passion and ingenuity. Haven Holidays is a renowned brand within Bourne Leisure, one of the leading holiday and holiday home ownership companies in the UK. Haven operates a network of holiday parks located across the country, offering a diverse range of accommodation options from caravan holidays to luxury lodges. Catering to families, couples, and individuals alike, we pride ourselves on providing memorable experiences for guests of all ages.

**The Role:** A Haven General Manager is accountable for overseeing operations in a large multi-venue with multi-brands holiday park leading a senior leadership team of 6 direct reports and a wider team of >400 at peak. Managing a vast and varied number of businesses within a business brings complex demands and priorities, requiring excellent organisational and strategic skills. Responsible for driving and exceeding business goals, establishing park strategy, delivering exceptional guest experiences, maintaining high service and facility standards, attracting, and recruiting talented team members, fostering the development of high-performing teams, and ensuring efficient resource utilisation.

**We are seeking General Manager Designates nationwide-** In this role, you will shadow a current General Manager for up to 6 months before assuming the position of General Manager of one of our Parks.

**About You:** We actively seek inspiring leaders with a proven track record in managing complex retail, leisure, or hospitality environments at scale. Your passion for delivering an excellent customer experience, coupled with exceptional leadership skills, will set you apart. We encourage individuals from diverse backgrounds to apply, fostering an inclusive environment

where your unique perspective and skills will flourish.

**Skills and Experience** We're Seeking: Proven track record in managing within complex retail, leisure, or hospitality environments at scale in roles such as Head of Operations, Operations Director, Commercial Director etc. Demonstrable passion for delivering an excellent customer experience and achieving strong commercial performance. Exceptional leadership skills, adept at unlocking the full potential of teams. Ability to thrive in complex environments, providing clarity of purpose to address challenging priorities. Adaptability and flexibility in thinking to overcome various day-to-day and long-term operational challenges. Ability to build and develop Senior Leadership teams, fostering collaboration, innovation, and accountability. Effective communication skills, with the ability to inspire, engage, and motivate both large audiences and individual team members. Demonstrates unwavering integrity in all interactions and decisions. Builds capability and accountability within the team, fostering an environment that encourages growth and responsibility. Inspires followship through influential, bold, and respected leadership, earning the trust and confidence of others. Sets clear expectations, enabling effective decision-making, and creates a high-performance culture driven by a strong desire to succeed toward Haven's goals. Exhibits strong resilience and agility, demonstrating self-assurance and persistence in the face of adversity. Ensures guests and owners are always prioritised, delivering exceptional service and experiences. Demonstrates creativity in stakeholder communications and relationship building.

**The Benefits:** Join us and enjoy a competitive salary, discretionary bonus scheme, live-in options, team member discounts, generous annual leave, pension scheme, and various recognition and reward programs. Elevate your professional journey with externally recognised qualifications, coupled with our industry-leading tailor-made development program. As General Manager Designate, you'll be a trailblazer, embodying these essential capabilities. Always putting guests and owners first, you'll be a role model for our culture and values, fostering a safe and inclusive environment, promoting accountability, and delivering high performance. If this is you, we encourage you to apply. The application process will include in-depth interviews, capability and strengths tests and site visits. Diversity, equity, and inclusion are at the heart of who we are and what we do. Our commitment to these values is unwavering and they are central to our mission. We encourage applications from all backgrounds, communities and industries and we are open to discuss any reasonable adjustments or flexibility that you may require to be successful.

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