

Job Description

Operations Manager

Restaurant Isca and The Stables Cafe

Full Time Role
Borde Hill, Haywards Heath, West Sussex. RH16 1XP

About Borde Hill

Borde Hill is a family-owned Estate in West Sussex with a botanically-rich Garden and Parkland open to 70,000 visitors each year. Listed as Grade II* historic importance and set in 383 acres of an Area of Outstanding Natural Beauty, Borde Hill features one of the rarest collections of privately owned champion trees in the UK, and has a cultural calendar of events throughout the season. The Stephenson Clarke family have been custodians for five generations, and at a time of generational change are bringing new energy and opportunities aimed at diversifying the Estate, with a focus on hospitality, biodynamic estate-grown produce and sustainability. Located just 40 minutes from London, 20 minutes from Brighton, and 10 minutes from Gatwick Airport, Borde Hill is uniquely located to engage a wide audience, both nationally and internationally.

The Stables

The original 1906 Stables is being transformed into a series of dining destinations including a Pantry (farmshop), Café (52 covers), Workshop space, and a stunning new glasshouse Restaurant and Bar (90 covers) overlooking the reimagined 'edimental' walled kitchen garden - all of which will embody an ethos of 'casual excellence'.

The Stables will be a new culinary destination in the heart of Sussex, celebrating nature, produce, people, and Borde Hill's plant heritage. Our food will be inspired by the changing seasons and the abundance of nature around us. We will use classic methods and the finest ingredients available each day from our biodynamic farm, to create seasonal, heartfelt dishes which bring the garden to the plate. We will also host a variety of small and large-scale events, ranging from guest-chef suppers to private functions. The Stables will be served by produce grown on our 2-acre biodynamic Market Garden, and from foraging on the wider Estate.

We are looking for an experienced and dynamic Operations Manager to help shape and lead our F&B operations at The Stables, recruiting and inspiring a new team, and driving excellence across all aspects of the guest experience. Reporting to the MD of Borde Hill, this is a career defining opportunity to have real impact on a family-led business that is rooted in nature, bringing creativity and motivation to a new team and hospitality business which you would play a key role in establishing and shaping.

Key Responsibilities

- Lead day-to-day operations across all departments, including running shifts during all of the key trading times
- Oversee staff recruitment, training, succession planning and performance
- Work in partnership with the Assistant General Manager, Exec Chef and Head Chef to create a culture of excellence amongst a young but committed team in a new hospitality business
- Ensure guest satisfaction and handle escalated feedback professionally
- Maintain high standards of service, cleanliness, and compliance
- Develop and manage budgets, targets, and reporting
- Work closely with the culinary and events teams to deliver events
- Lead on health & safety, licensing, and food hygiene compliance

Salary:

£65,000-£70,000 per annum (option for discounted accommodation on-site within package)

Hours:

Full time - 48 hours per week over 5 days including evenings and weekends

Start Date:

From February 2026, dependent on availability

Holiday entitlement:

30 days pro rata (including Bank Holidays)

To apply:

Email your CV & covering letter to:

stables@bordehill.co.uk.

Closing date:

16th January 2026.

Applications will be reviewed on receipt.

If you are in employment, please include your current notice period in your covering letter.

Borde Hill
Haywards Heath
West Sussex
RH16 1XP

01444 450326
www.bordehill.co.uk

Knowledge, skills and experience needed:

(Please provide evidence in your Covering Letter and CV)

- Proven experience;
 - Operations / General Manager in a multi-faceted hospitality business, minimum 3 years, and ideally with opening experience.
 - achieving key financial and non-financial KPIs, supported by strong financial acumen and P&L management
 - experience in recruitment and staff retention
 - leading multiple teams including proven track record of developing management
 - managing events
 - developing and implementing manual processes
 - confidence in using digital platforms for stock management, HR, compliance etc
- A can-do, hands on approach to creating this exciting new F&B operation
- Excellent written and verbal communication, organisation and attention to detail
- A passion for hospitality, creativity, sustainability and community
- A desire to be present on the restaurant floor alongside experience of more operational aspects of the role, and flexibility to work weekends, holidays, and evenings.

Borde Hill has a small, dedicated, professional and friendly team who embody a 'one team' culture. We want everyone to feel valued and fairly rewarded for the work they do, and your package includes:

- Opportunities for professional growth and training
- A vibrant, collaborative work culture including time at the biodynamic market garden for all staff levels
- Daily staff meals
- A Borde Hill family membership allowing free entry to the Garden and Parkland
- Discount in the Borde Hill shop and catering outlets
- Free tickets for selected events throughout the open season
- Free access at selected times to our Partner Gardens (Chelsea Physic Garden, The Newt and Sculpture by the Lakes, The Lost Gardens of Heligan, West Dean)
- Free access to our wellbeing programme of events
- Free parking

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation.