

GENERAL MANAGER PROFILE: LOUGH ERNE RESORT COUNTY FERMANAGH, NORTHERN IRELAND

GENERAL MANAGER OPPORTUNITY AT LOUGH ERNE RESORT

Lough Erne Resort seeks an experienced General Manager to take full operational oversight of the resort and play a key role in shaping its strategic direction, building on the recent £5 million refurbishment. Working closely with ownership and TRU Hotels and Resorts, this will be a highly visible and present leader, combining exceptional service standards with strong commercial acumen, revenue generation and financial management. With meaningful input into operating strategy, future investment and capital planning, the General Manager will have the opportunity to strengthen the leadership team, drive performance and further establish Lough Erne as one of Northern Ireland's leading luxury resort destinations.

[Click here to view a brief video about this opportunity.](#)

ABOUT LOUGH ERNE RESORT

Lough Erne Resort is a five-star golf and spa destination set across a spectacular 600-acre peninsula in Northern Ireland's Fermanagh Lakelands. Located near Enniskillen, approximately 90 minutes from Belfast and two hours from Dublin, the resort combines luxury accommodation, championship golf, exceptional dining, wellness and events within a distinctive lakeside setting. Since opening in 2007, Lough Erne has established an international profile, most notably as host of the 2013 G8 Summit.

The resort features 120 guest rooms across the main hotel and adjoining lodges, together with two golf courses: the Faldo Championship Course, designed by six-time major champion Sir Nick Faldo, and Castle Hume. The golf offering is further complemented by a dedicated academy and TopTracer-equipped practice facilities, serving both resort guests and established membership communities.

The wider resort experience includes the three-AA-Rosette Catalina Restaurant, Blaney Bar, Loughside Bar and Grill and Castle Hume restaurant, alongside a Thai-inspired spa featuring nine treatment rooms, an indoor pool and thermal facilities. Six conference and meeting spaces provide a versatile setting for corporate events, private functions and weddings, with the Ross Suite accommodating up to 250 guests.

Owned by Lough Shore Road Limited and managed by TRU Hospitality, Lough Erne combines the standards and ambition of an international luxury resort with the warmth and personality of Northern Irish hospitality. A strong commitment to its people, professional development and environmental responsibility underpins the resort's culture and its continued ambition to strengthen Lough Erne's reputation as one of Ireland's leading luxury resort destinations.

LOUGH ERNE RESORT BY THE NUMBERS

- Approximately 625 golf members – 235 Faldo and 390 Castle Hume
- Annual Subscriptions: £1,820 single / £2,450 family for subscription-paying Faldo membership categories; £475 for Castle Hume
- Annual Revenue: Approximately £10M across reported revenue streams
- Accommodation Revenue: Approximately £3.43M annually
- Food and Beverage Revenue: Approximately £4.27M annually
- Golf Revenue: Approximately £1.22M annually
- 120 rooms across the main hotel and 25 lodges
- 2 golf courses providing 36 holes
- Approximately 30,250 rounds of golf per year
- 167 full-time equivalent employees

LOUGH ERNE RESORT WEBSITE: www.loughernereresort.com

GENERAL MANAGER – POSITION OVERVIEW

The General Manager reports to Mark Ward and Jeff Mahan of TRU Hotels and Resorts and directs all operations at Lough Erne Resort, including accommodation, golf, spa, food and beverage, conferencing and banqueting. In partnership with TRU, the General Manager translates the resort's short- and long-term objectives into departmental plans, aligning financial performance with five-star service standards.

The role carries accountability for annual budgets, revenue growth, profitability and operating costs. Working through departmental leaders, the General Manager directs sales and marketing execution, revenue management and staffing, contributes to capital expenditure planning, and reports regularly to ownership and the management company on performance and operating needs.

Visible, hands-on leadership is central to the role. The General Manager develops and holds departmental leaders accountable, strengthens communication across the resort and works closely with Human Resources on recruitment, training, performance management and succession planning. Oversight also encompasses guest satisfaction, property condition, health and safety, and statutory compliance.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Establish an agreed first-year plan with TRU and ownership, defining financial and service targets, departmental accountability and measures of progress. Build relationships across the resort, assess departmental leadership and address gaps in communication, coordination and team development.
- Translate the recently completed £5 million refurbishment into stronger commercial performance. Review occupancy, pricing, market mix and sales activity to identify revenue opportunities, while evaluating labour deployment, purchasing and departmental costs to improve profitability without compromising five-star service.
- Review guest feedback and property condition to identify immediate service and maintenance needs. Work with TRU to prioritise operational improvements and future capital spending based on guest impact and business returns.

CANDIDATE QUALIFICATIONS

- Proven senior leadership experience in a five-star hotel or luxury resort with multiple revenue streams, ideally encompassing accommodation, golf, spa, dining and events.
- Demonstrated success improving profitability through revenue growth, labour productivity and cost control while sustaining high service standards.
- Strong financial and commercial acumen, including budgeting, forecasting, revenue management, sales and marketing, and capital planning.
- A record of developing departmental leaders, building cohesive teams and establishing clear accountability for performance.
- A visible, approachable leadership style that combines sound judgement, attention to detail and genuine care for guests and colleagues.
- Experience working effectively with ownership and a management company, supported by clear reporting and the ability to translate agreed objectives into results.
- Working knowledge of applicable employment, health and safety, licensing and other hospitality regulations.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private hospitality experience will be considered in lieu of the degree.

SALARY AND BENEFITS

The salary is highly attractive and is complimented by a strong benefits package and a four-bedroom house on-site.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mark Ward, Director of TRU Hospitality**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Lough Erne Resort and the Enniskillen area will benefit you, your family, your career, and the Club if selected. **You must apply for this role as soon as possible.**

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Lough Erne”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Zak Kuebler: zak@kkandw.com

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