HOLLYHOCK

Position: General Manager
Reports to: Chief Operating Officer
Start date: March 2027
Hours & Location: Full-time (40 hours/week), permanent position, in-person on Cortes Island
Hollyhock will support a successful candidate in securing housing on Cortes Island, if needed
Compensation: $90,000 – $105,000 CAD (based on experience), plus comprehensive benefits package

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ABOUT HOLLYHOCK

Hollyhock is a globally recognized transformative learning and leadership center with a beautiful nature-based campus located on the traditional territories of the Klahoose, Tla'amin, and Homalco Nations on Cortes Island, BC. For over 40 years, Hollyhock has convened leaders, changemakers, artists, activists, and seekers to explore the inner and outer dimensions of social and ecological transformation.

Community, connection and impact are the foundation of Hollyhock, through each uniquely curated gathering or program. Our vision is a living and loving planet for all. We nurture inspired leadership through collective and immersive experiences, through renewing people's connections to themselves, one another, and the natural world.

At Hollyhock, staff really care about each other. Season after season, staff consistently report that one of the best things about their work is the relationships they build with their colleagues. We believe that our staff must reflect the diversity of the communities we serve. We strongly encourage applicants of all genders, ethnic and cultural backgrounds, sexual orientations, abilities, and with a range of life experiences to apply. Please feel free to state any aspects of your identity that may contribute to diversity in our workforce in your cover letter, so we can prioritize your application.

POSITION SUMMARY

Hollyhock is in a profound period of renewal, expanding its vision and impact as a bioregional center of excellence for transformative leadership, community and place-based learning, and regenerative practice. At the heart of that vision is the campus itself: the land, gardens, kitchen, lodges, and the people who welcome thousands of guests each season. The General Manager is the public face and on-the-ground leader of that experience.

Reporting to the Chief Operating Officer (COO) the General Manager provides senior leadership for Hollyhock's 48-acre Cortes Island campus. The General Manager holds accountability for the hospitality and on-campus aspects of Hollyhock's work, including people, its daily rhythms, its operating systems and procedures, its physical infrastructure, and the felt experience of everyone who arrives. This includes direct leadership of the campus managerial team, and supportive oversight to these managers who lead Hollyhock's campus-based staff, including a large base of seasonal workers. The General Manager also holds responsibility and oversight for guests' experience while at Hollyhock, working together with the programming, marketing, and development

teams to ensure that Hollyhock experiences are delivered seamlessly, safely, and in alignment with Hollyhock's values.

This role is well suited to an experienced hospitality, retreat, or campus operations leader who is warm, grounded, and highly organized; who brings clarity and structure while staying attentive to how decisions affect people and community; and who takes genuine pride in creating an exceptional place for people to learn, rest, and connect.

KEY RESPONSIBILITIES

1. Campus Leadership, Operations & Systems

- Directly oversee and support the managers of the campus departments: Lands & Facilities, Production, Retail & Healing Arts, Guest Services, Meals, and Hospitality, ensuring all on-site services run smoothly, safely, and in alignment with Hollyhock's values;
- Implement campus plans and strategies, inclusive of operating systems and procedures, that support Hollyhock's strategic plan and the priorities set with the COO;
- Support a clear campus operating rhythm: daily huddles, weekly manager meetings, program-turnover planning, and seasonal opening and closing;
- Serve as the senior on-site decision-maker and point of escalation for campus issues, in coordination with the COO and CEO;
- Act as a visible, accessible, and grounding presence on campus for staff, guests, presenters, and community.

2. People Leadership & Campus Culture

- Lead, coach, and develop departmental managers, supporting them through clear HR processes, coaching, and workload prioritization so they can build skilled, engaged, and well-supported teams;
- Serve as the first point of contact for campus staff matters, working with the People & Culture Manager on employee relations, workplace concerns, conflict, and incident processes, and addressing issues promptly, fairly, and in line with Hollyhock policies;
- Support a healthy, learning-oriented, emotionally intelligent campus culture grounded in distributed leadership, where staff feel valued and connected to the mission;
- Support Hollyhock's diversity, equity, and inclusion commitments and embed inclusive practices across campus operations;
- Support oversight of staff housing, staff meals, and the overall living and working experience for on-site staff.

3. Campus Budgets, Resources & Performance

- Co-develop and manage annual campus departmental budgets within the organization-wide financial framework, and contribute to multi-year resource and infrastructure planning.
- Support campus teams in delivering their work within approved budgets and operational plans, tracking and reporting on KPIs, and helping managers understand their financial and operational results.

- Monitor campus spending, staffing levels, food costs, and occupancy-related expenses, and take corrective action when needed;
- Support purchasing, inventory, campus expense tracking, and local supplier and vendor relationships for campus departments.

4. Hospitality & Guest Experience

- Hold overall responsibility for the experience on campus, from arrival to departure, across accommodations, meals, spaces, and service, upholding hospitality and service standards that reflect Hollyhock's values and culture of warmth, care, beauty, and connection to place;
- Work in collaboration with the Program team and Campus Managers to ensure successful on-site delivery of all programs, conferences, group bookings, and services, including space allocation, room setups, dietary needs, and accessibility requirements.
- Hold escalation-level accountability for guest and presenter experience, gathering and utilizing feedback to monitor risk and improve campus systems and standards;
- Manage off-season use of the campus, including rental agreements and on-site coordination, in partnership with the COO.

5. Facilities, Infrastructure & Land Stewardship

- Annually propose a recommended campus capital plan to the COO, including tiered and prioritized capital expenditures, managing approved campus projects and contractors;
- Conduct regular site inspections with the Lands & Facilities Manager to ensure the campus remains a safe and supportive environment for immersive programs;
- Champion regenerative, low-impact, and sustainable practices across campus operations, including waste, water, energy, and food systems;
- Support respectful stewardship of the land in relationship with the Klahoose, Tla'amin, and Homalco Nations and the Cortes Island community.

6. Health, Safety & Risk Management

- Ensure campus operations comply with health and safety, food safety, fire, WorkSafeBC, and other regulatory requirements, taking leadership and advisement from the People and Culture Manager as well as the Chair of the Joint Health and Safety Committee;
- Ensure all incident reports related to guests, presenters, and staff are completed in a timely manner and all necessary follow-up is complete;
- Implement organization-wide policies and risk-mitigation practices on campus, and flag campus risks and needs to the COO.

7. Senior Leadership & Cross-Functional Collaboration

- Work closely with the COO and Senior Leadership Team to translate the strategic plan into campus priorities, operational frameworks, and annual operating plans;
- Ensure the campus perspective is brought to organization-wide planning and decisions, modelling clarity, collaboration, and accountability;
- Support hosting of donors, partners, Board members, and special guests on campus in partnership with the CEO and Development team;

QUALIFICATIONS

- Diploma or degree in business, hospitality management, or a related field, or an equivalent combination of education and work experience;
- 5+ years of senior leadership experience in operations within a related industry (e.g. hotels, retreat or wellness centers, food and beverage, facilities);
- Proven experience leading managers across multiple departments in a high-volume or seasonal setting;
- Exceptional people and culture leadership skills, including coaching managers and supporting healthy team cultures;
- Experience designing and managing operational systems and processes, with strong operational planning skills;
- Demonstrated ability to manage complex operating budgets, develop well-informed projections, and meet financial targets;
- Working knowledge of health and safety, food safety, and employment standards requirements in British Columbia;
- Proficiency in Google Workspace, CRMs, booking software, financial systems, and other cloud-based tools (e.g. Asana, HubSpot, Slack, Retreat Guru);
- Experience in facilities or property management, or managing capital projects, is an asset;
- Experience in food and beverage management, human resources, finance, or sales is an asset;
- Occupational First Aid certification is an asset.
- Familiarity with sustainable or regenerative operations is an asset.

WORKING CONDITIONS

- This position is based on Hollyhock's campus and requires the individual to live on Cortes Island;
- This position includes regular office and desk work, complemented with ample time spent around the campus, supporting staff and interacting with guests, as well as performing outdoor work;
- Requires significant schedule flexibility throughout the year as seasonal and operational demands change, including some weekends, evenings, and statutory holidays, and being on-call for emergencies.

COMPENSATION

- $90,000-$105,000 (Salary commensurate with experience)
- Comprehensive benefits package, including:
    - Health, dental and life insurance
    - Employee assistance program (EAP) for mental health and well-being support
- One complimentary Hollyhock course per season, plus up to 50% off discount on any additional program tuition
- Other Benefits during our open season:
    - Complimentary breakfast
    - Discounts at Hollyhock Store, Bodywork Studio, Accommodations (for you and your family members), Meals (for you and your family members)
    - Daily movement class (yoga, tai chi, meditation)
    - Access to spa
    - Guided nature tours
    - Attendance at Hollyhock Presenter evenings and special events
- Year-round benefits
    - Spectacular natural setting
    - Hiking trails, gardens, and more
    - Staff development trainings

APPLY

To apply please email Jodi, People and Culture Manager,

email: jodi@hollyhock.ca

with your cover letter* and resume/CV.

*Please note in your cover letter whether you will need support with securing housing upon a successful application.

We encourage you to submit your application as soon as possible, as applications will be reviewed on a rolling basis.

We expect to close the process to new applicants by December 15th, 2026.