



DIRECTOR OF OPERATIONS

HOSPITALITY • EXPERIENCES • PURPOSE

More than hospitality. A project with purpose.
You are helping shape a brand-new sustainable destination to life.



Domaine de Graux is a 120-hectare agroecological farm in Tournai, rooted in more than 500 years of history. Today, it is entering a new chapter: becoming a place where food, nature, hospitality, learning and human connection come together.

As the Domaine prepares for its 2027 reopening, 35 guest rooms, an ultra-local sourced restaurant, event spaces impactful gatherings for up to 500 guests, educational and culinary spaces and immersive experiences will grow from the life of the farm itself. The ambition is to welcome companies and to let them experience a healthier relationship with food, the land and one another.

The opportunity

We are looking for a Director of Operations who brings the standards of today's hospitality. This is an opportunity to help shape an operating model from the ground up, build its own team and a culture, and turn an ambitious vision into reality.

Working closely with the General Manager and the wider Domaine team, you will lead the full hospitality operation across accommodation, food & drinks, guest experience, event operations.

Your role matters. Your mission is to make Domaine de Graux work as one ecosystem: operationally excellent, financially healthy and unmistakably true to what makes this place different.

What you will build and lead

Build the operational foundations

- Lead hospitality operational readiness ahead of the 2027 opening, in close collaboration with the General Manager, hospitality expert, construction team and operational stakeholders.
- Shape and implement the operating model: service standards, SOPs, team structure, staffing plans, customer journey, and clear ownership across departments.
- Coordinate recruitment, onboarding, training so that teams are confident, aligned and ready from day one.
- Ensure systems, OS&E, suppliers, stock, health and safety procedures are fully operational before opening.
- Organise mock services, operational testing and pre-opening rehearsals to reach standards prior to opening.

Create experiences people remember

- Oversee the end-to-end guest experience across stays, meals, events, retreats and learning experiences, ensuring every touchpoint feels warm, seamless and intentional.
- Set and protect the Domaine's service standards while giving teams the confidence to respond with empathy and creativity.
- Be a visible operational leader on the ground: present for the moments that matter, close to guests and teams, and able to turn unexpected situations into thoughtful solutions.
- Ensure accommodation, restaurant, events, housekeeping and other operational partners work as one only coordinated experience.

Lead people, not just operations

- Build, lead and coach a strong hospitality team with clear responsibilities, high standards and a culture of trust, ownership and continuous learning.
- Develop managers and team members through regular briefings, feedback, coaching and clear performance expectations (KPI's).
- Plan staffing and schedules intelligently around occupancy, events and seasonal peaks, balancing guest experience, team wellbeing and productivity.
- Create an environment where people understand not only what they do, but why it matters to the wider mission of Domaine de Graux.

Connect commercial ambition with operational excellence

- Partner with the Sales Manager -who reports to GM- to ensure commercial opportunities are operationally feasible, profitable and delivered to the agreed service standards.
- Create a strong handover rhythm from sale to delivery, anticipating resources, logistics, guest needs.
- Collaborate closely with the Education Manager, farm team and wider Domaine community so that hospitality, food, learning and programming reinforce one another.
- Contribute ideas that help the Domaine evolve as a unique destination for meaningful gatherings, green immersive experiences and learning.

Drive a healthy and sustainable business

- Own the operational P&L and translate financial objectives into day-to-day decisions across operations.
- Implement and monitor the performance indicators that matter to reach clients, staff and owners' satisfaction.
- Build reliable budgets and forecast with the General Manager, identifying risks and opportunities early and turning data into action.
- Manage procurement, stock and supplier's relationship with attention to quality, cost, reliability, local sourcing and sustainability.

What success looks like

Within your first 6–12 months, you will have:

- Opening readiness with teams, standards and processes, teams and guest experience and suppliers.
- Show a stable, engaged team with strong managers, clear roles and a consistent leadership rhythm.
- · Create memorable moments that matter and strengthen guest satisfaction (reviews) to secure clients to return.
- · Build a strong working model with Sales, Education, the farm and facilities so that the Domaine feels like one experience to the guest.

Who you are

You may have built your career in a conceptual or MICE hotel, or a complex F&B events environment. If you lead people with care and manage demanding operations - and that you now want to use that experience to build something with broader meaning, The Domaine de Graux makes sense for your next move.

If you have genuine curiosity about food as medicine, nature, agroecology and regenerative practices, with a desire to help shape the future of green hospitality to connect people, then join us.

What you bring

- Proven senior hospitality leadership across multiple F&B functions, with the ability to move comfortably between field and strategy, people leadership, and strong financial acumen.
- Authentic, clear and inspiring communication with teams, guests, suppliers and partners.
- A structured, calm and pragmatic mindset, with strong judgement to deal with changes and all situations.
- Fluent French; Dutch; English is an asset.

Why join Domaine de Graux?

- Build a new hospitality concept with impact and passion for food, nature, education - in a visionary project that goes beyond traditional hotels.
- Have visible influence. This role works closely with the General Manager and a multidisciplinary team, with real scope to turn ideas into operational reality.
- Work in an exceptional 120-hectare landscape where the farm, food and natural environment are not a backdrop to the teams and guest experience - they are part of it.
- Help demonstrate that our hospitality model can create an impact and connection: between people and food, people and nature, and people with one another.

Practical details

- **Full time**
- **Starting : ASAP**
- **Location: Domaine de Graux, Tournai - an on-site leadership role**



How to apply

Please send us your CV together with a motivation letter or video, and tell us why this role and the vision of Domaine de Graux resonate with you to

info@domainedegraux.com