

The Old Dog - 2025

Assistant General Manager

The Old Dog is seeking a highly motivated and experienced Assistant General Manager to support the General Manager in the overall operation of our busy and beloved pub. This is a fantastic opportunity for someone passionate about the hospitality industry to contribute to a thriving business and further their career in management. You will play a vital role in ensuring smooth daily operations, exceptional customer service, and a positive work environment for our team.

Key Responsibilities:

- **Manager on Duty:** Assume full responsibility for the pub's operations in the General Manager's absence, making decisions and handling any issues that arise.
- **Operational Support:** Assist the General Manager in overseeing daily operations, including opening and closing procedures, ensuring smooth service flow, and managing inventory including GP management.
- **Customer Service Excellence:** Lead by example in providing outstanding customer service, handling customer inquiries and complaints with professionalism and efficiency, and fostering a customer-centric culture within the team.
- **Team Leadership & Development:** Work on team training and culture, supervising, and motivating staff. This includes assisting with scheduling, performance reviews, and fostering a positive and collaborative team environment.
- **Inventory Management:** Assist in managing inventory levels, ordering supplies, minimising waste, and conducting regular stock checks.
- **Financial Administration:** Support the General Manager with basic financial tasks, such as cash handling, daily reconciliation, and tracking expenses.
- **Health & Safety Compliance:** Ensure adherence to all health and safety regulations, maintaining a clean and safe environment for both staff and customers.
- **Problem Solving:** Proactively identify and resolve operational issues, customer concerns, and staff challenges.
- **Communication & character:** Maintain clear and effective communication with the General Manager, staff, and customers.

Qualifications & Experience:

- Proven experience in a supervisory or management role within the hospitality industry, preferably in a pub or restaurant environment.
- Strong leadership skills with the ability to motivate and manage a team.
- Excellent customer service and communication skills. ¹
- Solid understanding of pub operations, including food and beverage service, inventory management, and cash handling.
- Ability to work in a fast-paced environment and handle multiple tasks effectively.
- Knowledge of health and safety regulations.

- Proficient computer skills, including experience with POS (Point of Sale) systems.
- A passion for the hospitality industry and a commitment to providing exceptional customer experiences.
- Desired: Personal Licence.
- Desired: Food Safety Certification.

Benefits:

- Salary: up to £33,000 per annum (based on a 45-hour work week).
- Rotational Shift Patterns: Offering flexibility and work-life balance.
- Training and Development: Opportunities for professional growth and advancement.
- Team Building Activities: Fostering a strong and supportive team environment.
- Employee discounts during shifts on food & off shift

To Apply:

Please submit your resume or apply in person at The Old Dog.

We look forward to hearing from you!