

Assistant General Manager | The Old Dog - Are you our next Leader?

Are you passionate about creating unforgettable customer experiences? Do you love the idea of working for a fiercely independent pub where quality and local community are at the heart of everything we do?

At The Old Dog, we've built a fantastic reputation since opening in 2022, with a food & drink offering that consistently gets excellent feedback. Now, we're embarking on an exciting growth journey to elevate our entire operation, expand our opening hours to 7 days a week, and solidify our status as Dovedale's premier destination venue. This is your chance to get in on the ground floor of our next chapter, making a real impact as part of a close-knit team that believes in what we do.

The Opportunity: The Hybrid Leader

The Old Dog is evolving to be more than a pub as we start to utilise all of the space we have on site to be peoples choice for retail, events small and big as well as corporate events as we build out our Brand.

We are looking for a **Hybrid Leader**. Someone who loves the adrenaline of a busy Friday night service but has the commercial brain to fill our diary with weddings and events on a Tuesday morning. This is a crucial, high-impact role with commercial drivers in all elements..

Location: The Old Dog, Thorpe, Dovedale

Report to: General Manager **The Role:** A Balanced 50/50 Split

This is a **50/50 split role**. You are the "Right Hand" to the General Manager, with responsibilities covering both front-of-house leadership and commercial growth.

- **50% Commercial Driver (Sales & Events - The "Hunter"):** You will own the "Growth Engine," with a primary focus on converting enquiries for our Weddings, Garden Room, and Ticketed Events.
- **50% Operational Leader (The "Captain"):** You will lead the floor during peak shifts, setting the standard for **"DINE | SIP | RELAX"** and ensuring smooth, world-class service and standards across the entire venue.

Key Responsibilities

1. Commercial Driver (Sales & Events)

- **Own the Diary:** Be the first point of contact for all Wedding, Corporate, and Large Group enquiries. Your primary goal is to convert emails and site visits into secured bookings and manage the end-to-end event planning process.
- **Garden Room Sales:** Proactively sell our new Garden Room space to local businesses and groups for meetings, private dining, and parties.
- **Ticketed Events:** Manage the launch, promotion, and ticket sales for our quarterly "5-Mile Feasts" and Beer Festivals, ensuring we sell out every time.

- **Brand Support & Marketing:** Support our brand building your work into our online, social media and physical marketing, with content focused on showcasing our event spaces and unique "Muddy Boots" culture to drive new event leads. Create targeted newsletters/offers that promote our ticketed events and private hire opportunities.

2. Operational Leader (Management & Service)

- **Manager on Duty:** Assume full responsibility for the pub's operations in the General Manager's absence, making key decisions and handling issues that arise.
- **Service Excellence:** Lead shifts from the front, ensuring exceptional customer service and fostering a customer-centric culture within the team.
- **Team Leadership & Development:** Mentor and motivate our junior Front of House staff to become hospitality professionals. Assist with scheduling, performance reviews, and fostering a positive and collaborative team environment.
- **Operational Support:** Oversee daily operations, including opening and closing procedures and ensuring smooth service flow.
- **Standards & Compliance:** Ensure the pub, garden, and pantry look world-class every day. Maintain adherence to all health and safety regulations.
- **Inventory Management & Finance:** Assist in managing inventory levels, ordering supplies, minimising waste, and conducting regular stock checks. Support the General Manager with basic financial tasks, such as cash handling and daily reconciliation, including GP management.

The Ideal Candidate

You are likely currently a Supervisor or a GM who is frustrated by just "running shifts" and wants to prove they can build a business.

- **Experience:** Proven experience (2+ years) in a supervisory or management role within the hospitality industry (Gastropub/Hotel), with a clear ability to drive event sales and manage operations.
- **Skillset:** You are tech-savvy (proficient with event sales/booking platforms like ResDiary/OpenTable, Canva, Instagram) and financially literate (you understand GP and Labour %).
- **Understanding:** Solid understanding of pub operations, including food and beverage service, inventory management, and cash handling. Knowledge of health and safety regulations with a Personal Licence.
- **Personality:** You are "**Hospitality at Heart**" (you love people) but "**Commercial in Head**" (you love profit).
- **Flexibility:** You understand this is a lifestyle role. It involves weekends on the floor and weekdays in the office across your weeks hours.

The Package

- **Base Salary:** £29,000 - £33,000 per annum (based on a 45-hour work week).
- **Performance Bonus: Commission on Event Sales Growth** (Target OTE £35k+).
- **Tips:** Equal share across the team.

- **Growth:** Direct mentorship from the Owner and GM to develop into a General Manager in current and future scopes.
- **Benefits:** Rotational Shift Patterns, Training and Development, Team Building Activities & Employee discounts (on and off shift).

To Apply

Please send your CV and a short cover letter telling us why you believe you're the right person to help lead our team to ross@theolddog.co.uk.

We look forward to hearing from you!