



ASSISTANT MANAGER

The Glassboat | Job Description

Role summary

We're looking for a hands-on Assistant Manager to support the General Manager and help the Glassboat run smoothly day to day.

The role involves leading the team during service, keeping standards high, supporting training and making sure customers have a warm, friendly and professional experience.

You should be confident leading people, comfortable having clear conversations about standards and performance, and able to make sensible decisions when the General Manager is not immediately available.

What we're looking for

- Confident leading shifts, setting standards and holding the team to them.
- Good with people, including coaching, giving feedback and dealing with issues fairly.
- Commercially aware, with an interest in sales, stock, waste, labour and service efficiency.
- Calm, organised and practical when managing several priorities at once.
- Comfortable representing the venue with customers, suppliers and the wider Arbor team.
- Interested in Arbor beers, guest drinks, food and the wider Glassboat offer.

Role responsibilities

- Support the General Manager with day-to-day leadership of the Glassboat, helping the venue run smoothly, safely and to agreed standards.
- Deputise for the General Manager when required, taking responsibility for the shift, the team and the customer experience.
- Help plan and organise shifts so the right people are in the right roles and service runs efficiently.
- Support recruitment, onboarding and training so new starters are properly welcomed, trained and clear on expectations.
- Coach the team during service, give constructive feedback, recognise good work and raise performance concerns early.
- Lead by example on the floor and behind the bar, making sure service is warm, confident and consistent.
- Handle escalated customer complaints or difficult service situations calmly and professionally, resolving issues where possible.
- Maintain standards across the venue, including cleanliness, presentation, product quality, service routines and closing checks.
- Monitor stock levels, product availability, wastage, equipment and maintenance issues, communicating concerns and following up where needed.
- Support cash handling, security routines, health and safety, food safety and licensing responsibilities.
- Communicate clearly with the General Manager and wider Arbor team about staffing, training, customer feedback, stock, maintenance and operational priorities.
- Help build a positive, accountable team culture where people understand expectations and feel supported.

Knowledge, skills and experience

Experience in hospitality is essential, ideally in a supervisory, assistant management or shift-leading role within a busy bar, restaurant, pub or events-led venue.

- Confidence leading a team, setting expectations and supporting colleagues through training and day-to-day guidance.
- Good judgement when dealing with customers, team issues, complaints or operational problems.
- Good awareness of venue operations, including stock, cash handling, cleanliness, security, health and safety, food safety and licensing.
- Strong organisational skills, with the ability to manage competing people, service and operational priorities.
- Clear communication with managers, teammates, customers, suppliers and the wider Arbor team.
- Flexible enough to work evenings, weekends, private bookings and events as required.