



Job Title	Assistant General Manager
Department	Food & Beverage – The Angel Inn, Castle Cary
Approximate department size	10
Reports to	General Manager
Direct Reports	F&B team members
Working hours and pattern	Full-time 40 hours per week. 5 out of 7 days Shifts are scheduled within the business opening hours of 11am–11pm Monday-Saturday and 11-5pm Sunday. Regular weekend and bank holiday working is an expected part of the rota
Will this role qualify for tronc or bonus?	Tronc

Purpose of this role
To support the General Manager in leading The Angel Inn’s day-to-day operation, delivering warm, professional hospitality across the pub and three guest apartments while achieving agreed service, people and financial objectives. The Assistant General Manager takes responsibility for the business in the General Manager’s absence, leads and develops the front-of-house team, and oversees bar and cellar standards, guest experience and operational compliance. Working closely with the kitchen and housekeeping teams, they ensure a consistent experience from arrival to departure. As part of the opening team, the role will help establish procedures, train colleagues and lead soft testing ahead of opening, embedding The Newt in Somerset’s standards and ways of working.
Responsibilities
• Deputise for the General Manager, taking responsibility for daily operations, management decisions and effective escalation of significant issues. • Lead, motivate and develop the team, creating a positive and engaged team culture, setting clear expectations, delegating responsibility and providing regular coaching and feedback. • Support recruitment, induction, probation reviews and performance management, working with the General Manager and HR as required. • Prepare and manage rotas with the General Manager, matching staffing to demand and controlling labour costs within agreed budgets. • Lead by example in hands-on food and beverage service, maintaining standards across coffee, draught beer, wine, spirits and cocktails. • Oversee Seven Rooms and Opera bookings, arrivals and departures; coordinate with the kitchen and housekeeping teams on guest requirements and room readiness.



• Be a visible and approachable presence in the pub, getting to know regular guests and the local community and helping create the welcoming, relaxed atmosphere of a great local pub. Manage guest feedback and complaints confidently, authorising service recovery within agreed limits and following through on improvements. • Understand and actively manage the key commercial drivers of the pub, including sales, labour costs, beverage margins, stock, wastage and productivity, taking action with the General Manager to grow revenue and improve performance. • Oversee ordering, deliveries, stocktakes and stock security, investigating variances and maintaining appropriate beverage stock levels. • Take ownership of cellar and beer quality standards, including cask conditioning, keg and cask changes, line cleaning, stock rotation and safe gas handling by trained colleagues. • Maintain responsible alcohol service and adherence to the premises licence and company procedures, ensuring colleagues understand age-verification and refusal processes. • Ensure food safety, allergen, HACCP, health and safety and hygiene checks are completed accurately, addressing issues and following up on corrective actions. • Oversee cashing up, payment reconciliation, keyholding, opening and closing, security checks and maintenance reporting, investigating discrepancies promptly. • Ensure clear handovers and agreed arrangements for resident guest access, overnight assistance and emergencies are understood and followed. • Support opening preparations, team training and soft testing, and keep operating procedures and service standards under review.
Characteristics needed for this role • Leads by example with a positive, practical approach and a willingness to support the team wherever needed. • Takes ownership, makes sound decisions and remains calm under pressure. • Sets clear expectations, holds colleagues accountable and supports their development. • Naturally personable and engaging, creating a welcoming experience and building strong relationships with regulars, first-time visitors and the local community. • Communicates clearly and works collaboratively across departments. • Balances attention to guest experience with commercial awareness and operational detail. • Adapts positively to change and changing business priorities.
Skills and experience needed for this role • Previous experience at Assistant Manager, Deputy Manager or General Manager level within a pub or similar drinks-led hospitality operation, including responsibility for running the business in the General Manager's absence. • Experience leading, training and developing a team, with involvement in rotas and performance management. • Strong food and beverage service, bartending and barista skills, with a confident, hands-on approach. • Confident practical experience managing a pub cellar and maintaining excellent beer quality, including cask handling and conditioning, keg changes, line cleaning, stock rotation and cellar standards.



• Commercial awareness and experience supporting sales targets, labour control, ordering, stocktakes and waste reduction. • Experience resolving guest complaints and managing appropriate service recovery. • Good working knowledge of responsible alcohol service, food safety, allergens and health and safety procedures. • Organises operational priorities effectively and communicates clear information to colleagues, guests and other departments. • Confidence using EPOS, payment and booking systems.
Skills and experience desired for this role
• Experience in a pub with rooms or a hospitality business combining food, beverage and accommodation. • Experience using Opera, Seven Rooms or comparable systems, including guest check-in and check-out. • Experience supporting a new opening and developing operational procedures.
Qualifications needed for this role
• Must have completed cellar-management training covering beer quality, cellar hygiene, line cleaning, cask and keg handling, and cellar and gas safety.
Qualifications desired for this role
• Relevant management or leadership training. • Relevant food safety and health and safety training or qualifications. • Personal License Holder
What systems will be used in this role?
• Till / EPOS systems and PDQ card-payment terminals. • Opera for hotel bookings, guest check-in and check-out. • Seven Rooms for restaurant bookings. • Company rota, stock-control and compliance systems, as required.
Department Description
The Angel is a new pub with rooms in the heart of Castle Cary, created by The Newt in Somerset and shaped by the same respect for place, seasonality and thoughtful hospitality that runs through the estate. Rooted in the town and its community, The Angel will serve food and carefully chosen drinks, with ingredients drawn from The Newt in Somerset estate and trusted producers wherever possible. Alongside the pub, three individually designed guest suites provide accommodation in Castle Cary. The team works across food and beverage service and guest accommodation, collaborating closely with kitchen and housekeeping colleagues to maintain consistent standards throughout the guest experience.