

General Manager

About Us

No two days at Carousel are ever the same. As our new GM you'll be working across our revolving line-up of international guest chef residencies; our critically-acclaimed neighbourhood wine bar with its seasonal menu of crowd-pleasing small plates and its carefully chosen list of 100+ low intervention wines; and our revolving pop-up space, No. 23.

Add to that an amazing team who share a very real passion for creating amazing experiences, not just for our guests, but all the talented people we collaborate from one week to the next, and you have an exciting, challenging and massively varied role in a close-knit, supportive environment that's relentlessly creative.

Are you an experienced restaurant manager looking to take the next step, or a seasoned GM craving a bit more independence? This might just be your dream role.

Role Overview

We are looking for a hands-on General Manager with a very real passion for food, drink and, most important of all, people. Experience managing a busy restaurant environment is a must, as is a good knowledge of wine (not exclusively natural wine, but that helps). We would like to meet people who can help us to continue innovating, refining our processes and developing our enthusiastic and friendly front of house team. Just over a year into our new Charlotte Street journey, we have made huge strides as a hospitality company. We are looking for a talented individual who will fit with our culture while helping us to elevate what we do to the next level.

Key Responsibilities

- Managing the day-to-day operations of the Guest Chef Restaurant, Wine Bar and No.23, while conveying the vision, style and values of Carousel
- Creating memorable experiences for our guests, championing warm, friendly and unpretentious service
- Encouraging the team to identify regulars and to build relationships with them
- Inspire, support and develop the team, nurturing strong relationships with front and back of house to encourage a positive working environment that celebrates learning and experimentation
- Leading the FOH management team, ensuring they are meeting their key objectives and harnessing their strengths to create a high-performing team to rival the industry's best
- Maintaining the highest levels of service and hospitality
- Running a tight and effective operation, ensuring the business hits its revenue, SPH and GP KPIs without compromising on our values

- Overseeing the food and beverage offering across all areas of the business, ensuring both its creativity and cost effectiveness

What we are looking for

- A minimum of 1 year General Manager experience (or 2-3 years Restaurant Manager experience) with extensive knowledge of the hospitality industry, restaurant operating systems and managing a team of at least 10 FOH staff
- Someone who enjoys new challenges and has the ability to inspire and lead others
- Great attention to detail
- Excellent organisational and time management skills
- Level headed and consistent, trustworthy, open and reliable
- Ability to work calmly and resourcefully under pressure
- A passion for great food, great wine and people

Perks:

- 45 hour weeks
- Daily home cooked staff meals (including breakfast for early birds)
- Bottomless hot drinks
- 50% off in the Wine Bar
- Friends & Family discounts
- 2x quarterly tickets to a guest chef experience of your choosing, with drinks (total value £220 per quarter)
- 28 days off (paid), including bank holidays, plus extra days off between Christmas & New Year
- Additional half day off on your birthday
- Additional holiday days for every year of service (after three years)
- Cost price wines
- Regular staff socials