

About us

No two days at Carousel are ever the same.

Home to our revolving programme of international Guest Chef residencies, critically-acclaimed contemporary Mexican seafood restaurant Cometa, cocktail bar No.23, and a diverse calendar of private events, Carousel has built a reputation for championing creativity, collaboration and exceptional hospitality.

Whether we're welcoming Michelin-starred chefs from around the world, hosting intimate celebrations, or serving neighbourhood regulars, our mission is the same: to create experiences that feel warm, generous, polished and full of energy.

Behind everything we do is an ambitious, close-knit team who share a genuine passion for food, drink and people. We're looking for an exceptional Assistant General Manager to help lead that team and play a key role in shaping Carousel's next chapter.

About the role

As Assistant General Manager, you'll work closely with the General Manager and Directors to oversee the day-to-day operation of Carousel.

You'll be responsible for ensuring exceptional guest experiences across every part of the business, leading and developing our front of house and bar teams, maintaining consistently high standards of service, and driving commercial performance without ever compromising the personality that makes Carousel unique.

This is a hands-on leadership role for someone who thrives in a fast-paced environment where every service is different. You'll be equally comfortable hosting VIP guests, coaching the team on the floor, analysing weekly performance, managing costs and collaborating with chefs, suppliers and our wider management team.

Key responsibilities

Leadership & Team Development

- Support the General Manager with the overall leadership of Carousel, taking full responsibility in their absence.
- Lead, inspire and develop the front of house and bar teams across all areas of the business.
- Recruit, train and mentor team members, creating clear development pathways and a culture of continuous learning.
- Foster strong collaboration between front of house, kitchen, events and bar teams.

Guest Experience

- Lead service from the floor, setting the pace, energy and standards across multiple concepts.
- Ensure every guest receives warm, polished and personalised hospitality.
- Resolve guest feedback professionally and proactively.
- Together with the Guest Experience Manager you will oversee reservations, table management and service flow to maximise both guest satisfaction and operational efficiency.

Operations & Service Standards

- Ensure service rituals, opening and closing procedures and operational systems are followed consistently.
- Oversee rotas, staffing levels, holiday planning and labour scheduling.
- Maintain high standards across restaurant space, storage areas, bars, waiter stations.
- Produce detailed nightly service reports and contribute to weekly management reviews.

Commercial Performance

- Drive food and beverage revenue across all concepts through confident, guest-focused service.
- Monitor daily sales performance, labour and GP, identifying opportunities for continual improvement.
- Assist the General Manager with budgeting, cost control and financial reporting.
- Manage stock ordering, stock control and supplier relationships.
- Ensure beverage GP, stock management and operational systems are consistently maintained.
- Maintain high standards of cleanliness and presentation

Personal attributes

- Previous experience as an Assistant General Manager or Restaurant Manager within a high-quality hospitality environment.
- A natural leader with a genuine passion for hospitality, food, drink and people.
- Proven experience managing teams, driving performance and developing talent.
- Strong commercial awareness with experience managing labour, GP and operational budgets.
- Outstanding organisational skills and attention to detail.
- Calm, confident and resourceful under pressure.
- Warm, approachable and highly professional, with exceptional communication skills.
- Passionate about creating memorable guest experiences and maintaining consistently high standards.
- Someone excited by variety, creativity and the unique pace of life at Carousel.

Perks

- Daily home cooked staff meals (including breakfast for early birds)
- Bottomless hot drinks
- 50% off in Cometa
- Friends & Family discounts
- Credit towards a Guest Chef dinner, per quarter
- 28 days off (paid), including bank holidays
- Additional half day off on your birthday
- Additional holiday days for every year (after three years of service)
- Cost price wines
- Regular staff socials

This is a full-time role. Salary DOE.

How to apply

If you think you fit the bill, please send a CV and covering letter to careers@carousel-london.com. Make sure you let us know why you specifically want to work with us. We look forward to hearing from you. Good luck!