ASSISTANT GENERAL MANAGER

The Old Hairdresser's – Bar Gallery Venue
Job Description and Person Specification | November 2026

Reports to: General Manager
Contract: Full-time, permanent
Hours: 37.5 hours per week, including evenings, nights and weekends
Location: 23 Renfield Lane, Glasgow, G2 5AR

About The Old Hairdresser's

The Old Hairdresser's is a bar, gallery and events venue, part of a wider family of venues that includes Mono, Stereo and The Glad Cafe.

We are committed to treating our staff fairly and respectfully and creating a welcoming environment for everyone who uses our space. The Assistant General Manager plays an important part in ensuring that staff, customers, artists and visiting contractors have a positive experience with us.

Our venues are committed to using products free from animal-derived ingredients and promoting a vegan diet and lifestyle. You do not need to be vegan to work here, but you must respect and uphold this ethos in your work and be willing to learn about the products we use and serve.

About the role

The Assistant General Manager works closely with the General Manager, Events Programmer and front-of-house team to deliver a well-run, welcoming and engaging bar and events space.

This is a hands-on role, primarily based on the bar floor, with dedicated time for administration and planning. You will help lead day-to-day operations, maintain high standards of service and presentation, and support the team's development.
You will need a proactive, adaptable approach, sound judgement and the ability to remain calm and resolve problems during busy services and events. Evening, night and weekend working is an essential part of the role.

Key responsibilities

Service and venue operations

- Supervise bar and front-of-house operations during shifts, maintaining high standards of service, cleanliness and presentation.
- Ensure staff working each shift are fully briefed, supported and equipped to carry out their duties.
- Lead by example, demonstrating competence in all aspects of bar service and chargehand duties.
- Work with the General Manager and Events Programmer to ensure events and bar operations run smoothly together.
- Respond to customer enquiries and concerns professionally and respectfully. ● Monitor and maintain the reservation system, ensuring bookings and relevant information are communicated to the team.
- Monitor the venue's social media messages and respond or refer enquiries as appropriate.
- Deputise for the General Manager when required.

Team management and communication

- Support the General Manager with recruitment, induction, training, ongoing staff development and rota planning.
- Support the management of staff conduct and performance, including disciplinary procedures where required, in line with company policies.
- Promote a fair, respectful and supportive working environment.
- Maintain clear communication between management, front-of-house staff and other departments so everyone has the information needed to perform their role. ● Build positive working relationships with customers, artists, promoters and visiting contractors.

Cash handling, stock and administration

- Carry out banking, record weekly takings and ensure financial records and paperwork are accurate, complete and submitted on time.
- Order stock in line with the venue's needs, storage capacity and expected trade.
- Complete stocktakes and maintain accurate records of wastage.
- Maintain an organised cellar and stock storage areas, ensuring appropriate storage, stock rotation and product quality.
- Complete operational administration accurately and within agreed deadlines.

Standards, safety and venue ethos

- Follow and uphold the venue's health and safety procedures, leading by example and addressing or reporting concerns promptly.
- Support compliance with licensing requirements and company operating procedures. ● Ensure the venue's vegan ethos is respected in product ordering, handling and service. ● Help maintain a safe, welcoming and respectful environment for everyone using the venue.

Person specification

Essential

- Extensive experience working in hospitality, including demonstrable management experience.
- Strong practical bar skills and the ability to lead a service confidently.
- Experience supervising, supporting and developing staff.
- Excellent interpersonal skills and a respectful, approachable manner. ● Strong organisational skills, attention to detail and the ability to prioritise competing demands.
- Confidence using computer-based systems for administration and communication. ● A proactive approach to problem-solving and the ability to remain calm under pressure. ● A strong work ethic and a willingness to take a hands-on role.
- Respect for the venue's vegan ethos and a willingness to learn more.
- Availability to work evenings, nights and weekends.
- An interest in contributing to the continued development of The Old Hairdresser's.

Desirable

- Management experience within an arts, music or live-event venue.
- Experience coordinating bar operations alongside events.
- Experience with stock control, cellar management, cash reconciliation and rota planning.
- Familiarity with reservation systems and managing social media enquiries.

How to apply

Please send your CV and a brief covering statement outlining your relevant experience and why you would like to join The Old Hairdresser's to **derek@theoldhairdressers.com**.

Application deadline: 13 November 2026.