



JOB DESCRIPTION

Job Title: Group General Manager – Weld Arms and Man O War

Post Reference No: GM01

Reports to: Director of Commercial Enterprise

Grade/Salary: £40,000 - £45,000 per annum, plus quality accommodation on the Lulworth Estate.

Hours: As required for the role which may include working late evenings, weekends and bank holidays consistent with a busy hospitality operation.

Status: Permanent

We are looking for a talented General Manager to lead from the front with an uncompromising attitude to customer service and quality standards to give the Weld Arms and Man O War pub the reputation they deserve. This role comes with a high level of autonomy and would suit someone with expertise in the pub trade looking for an extremely rewarding and satisfying challenge.

The Weld Arms is a beautifully restored, historic inn located a short walk from Lulworth Castle in picturesque East Lulworth. With roaring fires in the winter and a bustling garden in the summer, we serve locals and visitors alike with seasonal food, local ales, and want to give warm, genuine hospitality. The pub is part of a working estate with strong ties to the community and a commitment to quality, sustainability, and heritage. The inn will shortly be opening a suite of rooms for overnight stays and moving to seven day a week opening to really push on with maximising the potential it has.

The Man O War pub and restaurant is based at the iconic Durdle Door Holiday Park and serves thousands of tourists annually, both short-term holidaymakers and holiday-home owners. This gives it a unique and friendly vibe, with a lively atmosphere, sports bar viewings on the big screen and the opportunity for an active entertainment schedule.

This role will require energy and enthusiasm but comes with the opportunity to build a reputation for yourself helping to create something special across the outlets and working with a very friendly team in a stunning location with an inn that has been beautifully restored and a holiday park pub that breathes fun.

To succeed in this post, you should be a natural friendly communicator that is organised, proactive and commercially aware and above all, passionate about local food, drink and genuine hospitality. This is your chance to make a mark on the hospitality scene in one of the best parts of Dorset.

There is potential for accommodation included with the role at no cost in a stunning location close to the Weld Arms.

Main Tasks and Duties:

- Reporting to the Director of Commercial Enterprise, you will oversee the day-to-day operational management of the two outlets and developing the customer offer at both in liaison with the Director.
- Leading a management and supervisory team and being extremely customer facing to give the customer

welcome we are striving for. Our pubs are built on quality and welcome which needs to be built into a long-term reputation.

- Ensuring exceptional standards of service and hospitality.
- Ensuring appropriate staffing across both outlets.
- Meet sales and profitability targets as set by the Director of Commercial Enterprise and CEO.
- Work with the Head Chefs to plan menus and procure products to maximise profitability and drive discovery and reputation.
- Market both outlets in the appropriate ways to the appropriate audiences.
- Create a positive work environment for staff, focus on their training and encourage their career development.
- Deal with customer feedback and provide adequate solutions to customer complaints.
- Ensure compliance with health and safety, licensing and hygiene regulations.
- Ensure stock levels are adequately maintained across the operations.
- Build positive relationships with suppliers.
- Drive bookings, events and community engagement.
- Manage policies, targets, and KPIs in liaison with the Director of Commercial Enterprise.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To always take proactive responsibility for Health & Safety, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • Personal Licence Holder. • First Aid qualification. • Food Safety Level 2. 	<ul style="list-style-type: none"> • NVQ or equivalent qualification in Hospitality or similar industry. • Food Safety Level 3.
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Previous experience in a leadership role within a busy hospitality operation. • Previous experience working in bars handling stock and managing the cellar. • Understanding of cellar management • Evidence of leading a team. • Knowledge of forecasting, planning, sourcing, and ordering. 	
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • Excellent customer service skills • Excellent verbal communication skills. • Strong accuracy and attention to detail. • Good IT skills including understanding of general software packages such as Microsoft Office, in particular Excel and Word. • Experience of using EPOS systems, stock systems and basic financial reporting. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Excellent timekeeping. • A self- starter with a passion for excellence and customer service. • Strong team player. • A confident, friendly and personable manner. • High level of professionalism, discretion and trustworthiness. 	

Other	<ul style="list-style-type: none"> • Current driving licence is essential. 	
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Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve.
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities.

Terms and Conditions:

- This is a permanent appointment.
- The Contract of Employment will be based on the provisions of the Weld Estate A Fund.
- The salary for this post will be between £40,000 and £45,000 per annum dependent on qualifications, skills and experience.
- Working Hours will as required for the role, which are expected to be 40 per week and working times will vary according to the needs of the business.
- The annual leave entitlement will be 28 working days to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 6-month Probationary Period with reviews after 1, 3 and 6 months.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.

Applications

Applicants for this position must send their CV and covering letter to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies.

The Closing Date for Applications: 17th October 2025

Proposed Interview Date: 20th-24th October 2025

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short-listed applicants will be contacted within 1 week of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:
(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Group General Manager – Weld Arms & Man O War Bar/Restuarant at the Lulworth Estate.

Signed:

Print Name (Block capitals):

Date: