

ASSISTANT RESTAURANT MANAGER

Reporting to

Restaurant Manager

Location & Hours

Full time, site-based in Isca's restaurant - Includes evenings and weekends.

About Borde Hill

Borde Hill is a family-owned estate in West Sussex, set within 383 acres of botanical gardens and parkland. As part of an exciting new chapter, the Estate is developing a hospitality offering rooted in nature, sustainability and biodynamic produce.

The Stables will bring together multiple dining experiences — including Isca (a refined glasshouse restaurant) and Edie's Kitchen (a vibrant daytime bistro with retail) — all united by an ethos of *casual excellence*, seasonality and community.

The Role

As Assistant Restaurant Manager, you are a key leader on the Isca floor. You support the Restaurant Manager in delivering exceptional service, lead shifts, and help ensure that standards are executed consistently at every stage of the guest experience. You are organised, proactive and detail-focused, with a genuine passion for hospitality and team development.

What You'll Be Responsible For

Guest Experience

- Supporting the delivery of a refined, warm and attentive dining experience
- Acting as a visible point of contact for guests during service
- Handling guest feedback professionally and escalating when needed
- Ensuring consistency across every table and every service

Operations

- Supporting the day-to-day running of the restaurant
- Leading shifts and ensuring smooth, well-paced service
- Ensuring the restaurant is set up, staffed and service-ready
- Maintaining standards of cleanliness, presentation and compliance

Leadership & Culture

- Leading by example on the floor — calm, professional and positive
- Supporting strong communication between FOH, kitchen and bar
- Helping create a collaborative and high-performing team culture

People Management

- Supporting recruitment, onboarding and training
- Coaching and developing junior team members
- Supporting performance management and development conversations
- Delivering clear and engaging pre-service briefings

Commercial Awareness

- Supporting labour control and efficient shift planning
- Helping manage operational costs and minimise waste
- Supporting revenue through strong product knowledge and service

Events & Experience

- Supporting delivery of events and private dining
- Ensuring consistency of standards across all guest experiences

In addition to the duties outlined above, you will be expected to carry out any other tasks as directed by the Management team, which are reasonable and fall within your capabilities. Your duties may be subject to change in line with evolving operational requirements.

How We Measure Success

- Services run smoothly and confidently when you are leading the floor
 - Guests receive consistent, warm and professional service
 - The team feels supported, motivated and well-guided during shifts
 - Strong attention to detail is maintained across service and setup
 - Communication between FOH, kitchen and bar is clear and effective
 - You contribute to a positive, collaborative and high-performing team culture
 - You are developing into a future Restaurant Manager within the business
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