**Post Title:**  Venues Duty Manager

**Job Description:**

Venues Duty Manager

**Responsible to:**  Venues Development Manager/Deputy Venues Manager

**Responsible for:**  Student Staff

**Grade:** Guild Grade 5

**Organisation:**

This role is part of the Venues department working collectively with colleagues delivering the Guild’s large-scale events, bars, catering, security and technical services (sound, light & production). The Venues team is part of the Engagement Directorate.

**Job Purpose:**

The Duty Venues Manager role is to support delivery of the Venues departmental plan. We expect Duty Venue Managers to help to create an inclusive and engaging environment for all.

The role is required:

* To be responsible for the day-to-day operation of the venues, with the main focus to support the operation of bars and catering, and maintaining the security of customers, staff and the building.
* To supervise staff, in the absence of the Venue Development Manager or Deputy Venues Manager.
* To assist in the administrative responsibilities of staff training, stock control, cellar duties, facilities and financial systems maintenance, along with helping venue presentation, promotions, events and activities.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here. Supporting a culture of ambitious targets and a positive team spirit are also key. Venue Duty Managers are expected to follow the Guild’s competency framework, which should be read in conjunction with this job description.

**Key Role Responsibilities**

1. To work with the Venues Development Manager to be aware of and strive to achieve the Guild Visions and Values and organisational objectives.
2. To adhere to Guild recognised policies and procedures at all times.
3. To adopt an approach of continuous quality improvement in all aspects of work.
4. To provide the highest standards of customer care for all customers, be they internal, the student membership or external customers of the Guild.
5. To be responsible for various projects associated with the successful operational management of the Guild’s Venue(s) to the highest industry standards, including staff, security, bars, catering & cellar management.
6. To act as the venue supervisor in the absence of Line Manager(s), supervising staff and operations, to maintain agreed standards and ensure legal requirements are met.
7. To assist with the setting up of the venue(s) for events and activities. The post holder will ensure the effective opening and closing of the building.
8. To be available on call for 24hr call out to attend the building in case of emergency when requested on a rota basis.
9. To keep all venue areas clean and tidy and to observe all Health and Safety requirements with particular reference to maintenance and repair of equipment, risk assessments, hygiene, cleanliness and fire safety ensuring due diligence is demonstrated at all times.
10. To ensure customers are served in a pleasant, friendly and efficient manner.
11. Display all products as directed and keep shelves/cold cabinets fully stocked. In particular to help with running promotions and evaluation of such promotions.
12. To undertake the cashing up procedure and other agreed financial obligations paying particular attention to the security of cash.
13. To follow all necessary procedures to ensure safety of stock for example taking deliveries, stock transfers, cellar support needed to keep venues operating and stock rotation.
14. To ensure all administration relating to the Venues department is complete and accurate e.g. delivery notes, incident and accident reports, accident book, stock sheets, taking records, Epos systems are correct.
15. To participate and support the internal and external activities and events operated by the venues department
16. To develop and maintain effective relationships with relevant local and university stakeholders
17. To identify improvements and recommend these to the Venue Development manager and Deputy Venues Manager for consideration.

**General Duties**

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild’s competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. Grade 5 roles should be developing within level 1 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) which is designed to support staff to achieve high performance
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the work of the Venues team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

**Person Specification:** Venues Duty Manager

You must be able to demonstrate in your application that you have;

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **QUALIFICATIONS** |  |  |
| Good general education, including Maths and English at least to GSCE C or equivalent | ✓ |  |
| SIA door registration |  | ✓ |
| BII National Licensee Certificate |  | ✓ |
| Ability to hold the above licenses |  |  |
| Experience of EPOS back office systems | ✓ |  |
| First Aid at Work qualification |  | ✓ |
| **EXPERIENCE** |  |  |
| Previous experience in any of the following, or a related field: bars, events, services/management, security and venues | ✓ | ✓ |
| Experience of following Health & Safety procedures | ✓ |  |
| Experience of supervising other staff members |  | ✓ |
| Understanding of data protection & confidentiality | ✓ |  |
| Understand budgets and impacts of financial performance | ✓ |  |
| **SKILLS AND KNOWLEDGE** |  |  |
| Ability to establish strong working relationships with a wide range of individuals both within and outside the Guild of Students and the University, including students, Guild Officers, Senior Management | ✓ |  |
| Ability to plan and prioritise work effectively | ✓ |  |
| Ability to present information clearly and concisely in writing or verbally | ✓ |  |
| Good IT skills including proficiency in Microsoft Office including word processing and spread sheets | ✓ |  |
| Ability to manage multiple deadlines and conflicting priorities | ✓ |  |
| Ability to work and make good decisions in a busy environment | ✓ |  |
| Ability to manage staff teams | ✓ |  |
| Strong event organisational skills | ✓ |  |
| An understanding of the issues facing students in higher education today |  | ✓ |
| **PERSONAL QUALITIES** |  |  |
| Motivated by working in a student-led, democratic workplace | ✓ |  |
| **Student & Customer focus:** Keeps student leadership and the needs of students and customers at the heart of activities | ✓ |  |
| **Accountability**: Takes personal responsibility for the important role they play in the Guild’s work and in wider society | ✓ |  |
| **Results Focus**: Strives for the best results – gets things done on time and to a high standard | ✓ |  |
| **Inclusivity**: Values diversity - works to create an inclusive and engaging environment across all our activities and services | ✓ |  |
| **Communication:** Communicates clearly and appropriately to people across our students’ union and outside | ✓ |  |
| **Teamwork:** Builds good relationships and works effectively with a range of people to deliver our shared goals | ✓ |  |