

Venues Manager

Role Profile

The Union's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help students find friendship groups
- Help students complete their degree programmes
- Give students a voice in the University and wider community

Your role in contributing towards achievement of this vision is described below:

Main Purpose of Role:

- 1) Ensure the right product is in the right place at the right time
- 2) Deliver excellent service and standards in all Union licensed spaces
- 3) Improve efficiencies of trading operations to maximise surplus

Responsible to: Head of Social Enterprise

Responsible for: Line Management: Assistant Venues Manager
Supervision: 2 x Catering Supervisors, up to 200 Casual Student Staff

Grade: Circa £30,000

Main Duties of the Role

Ensure the right product is in place at the right time

- To ensure that all operations in Venues are working towards the objectives and performance indicators in the Social Enterprise strategy.
- To understand the varied needs of the bars customers, through research, analysis of past use and understanding current trends in the licensed trade.
- To manage the Union's bars, ensuring that all of our bars and licensed spaces are ready for operation prior to any event.
- To propose product range and selling prices for approval at the relevant committee
- To ensure the correct product and stock levels are available in line with the events programme and mindful of the impact on our broad audiences, adjusting plans if necessary.
- To work closely with the marketing team to develop the bar products, ensuring point of sale material and promotional activity is up to date, relevant and maximises sales opportunities.
- To contribute to the development of the look, feel and operation of our different venues.

- To be Designated Premises Supervisor: to uphold all licensing requirements in the licensed spaces and ensure colleagues are aware of these when planning events.

Deliver excellent service and standards in all Union licensed spaces

- To be responsible for the leadership and management of the staff working within the bars department, ensuring that staff work as an effective team.
- To line manage all evening duty managers operationally and to ensure there is sufficient cover at all times.
- To ensure all our bars have a clear focus on customer services, with staff fully briefed on stock, promotional activity and key lines for sales thus delivering the aims of the department.
- To manage operational activities and procedures effectively, and monitor performance regularly, including with the team, to achieve targets and objectives.
- To ensure that all of our bars and licensed spaces maintain excellent Health and Safety procedures and are operationally adhering to the Health and Safety policy and procedures.
- To have managerial responsibility for all stock and cash related systems, ensuring sound procedures are in place and working and taking remedial action as required.
- To ensure all bars activities are well co-ordinated with other departments.
- Responsible for the operational management of the bar till system including prompt reporting of any faults or programming errors to the relevant person.
- To implement and maintain a service schedule of all equipment to ensure excellent product care and to provide customers with consistently high quality products.
- To develop and maintain an effective network across the Southampton community and nationally through maintaining current partnerships and creating new ones.
- To operate certain shifts in the role of Duty Manager (see Duty Manager Duties.)

Improve efficiencies of trading operations to maximise surplus

- Negotiate stock deals and prices with suppliers whilst continuously monitoring pricing and trends reporting back to inform pricing structure.
- To create and present for approval the departmental plan, ensuring it contributes appropriately to the overall plans of the Union and to review at the end of each year.
- To set and manage the department budgets and use all resources effectively and efficiently, taking account of Union financial procedures.
- To apply creative solutions to problems in order to improve and evolve.
- To risk manage the bar service operations, including monitoring the performance of sales against targets, to realise maximum revenue and realise savings in operational costs.

Duties whilst on a Duty Manager Shift

- To work with other teams to operationally deliver overall events provision (food, drink and entertainment), including monitoring standards, delivering events and supervising staff.

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- To have responsibility for the co-ordination of the bars, entertainments, facilities and other staff working within the Union at all our venues, ensuring that all staff work as an effective team.
- To manage operational procedures effectively and monitor performance so as to achieve targets and objectives.
- To ensure the building is kept safe and secure.
- To lock down the building at the end of an event and ensure all codes and keys are kept safe and secure.

Contribute to the overall effectiveness of the Union by

- Managing your staff team to unlock their full potential, in line with policies and procedures covering the wide range of staff management issues, including: recruitment, induction & probation, personal development, performance management, disciplinary & grievance, holidays and absence management
- Preparing and managing the relevant budget(s), using resources effectively and efficiently, acting upon variances and taking account of financial procedures
- Developing and maintaining relationships with key internal and external stakeholders
- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union's organisational strategy and supporting strategies, promoting our purpose, beliefs and values through the goals of the department's Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Experience in operational bars management and licensed trade operations with a sound working knowledge of licensing regulations and their impact on licensable activity.	X	
Commitment to and passion for the values and purpose of a Students' Union, including the ability to work in a student led environment and commitment to the Union's behaviours.	X	
Detailed and successful experience of planning, promoting and running wet sales (bars), preferably including experience in the late night entertainment and youth sector.	X	
A passion for high standards of customer service.	X	
Commitment to and knowledge of equal opportunities in the delivery of a service – including inclusivity and access issues	X	
An insight into the local area and student habits in the licensed trade.		X
Proven experience of managing a team of staff; the ability to motivate others to deliver high quality work in a busy, fast-moving environment and use influence to engage others in the change process	X	
Excellent communication and interpersonal skills: to be reflected in written work, formal presentations and informal exchanges with students and colleagues in the university / union.		X
Excellent organisational, administrative and planning skills.	X	
Excellent numeracy skills with an ability to analyse sales data and react accordingly to vary pricing structures and supplier deals.		X
Ability to deal with heavy lifting work from time to time, including changing barrels, gas canisters and moving stock.		X
Ability to contribute to the improvement in the profitability of our licensed activities.		X
Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health & including a working knowledge of food and hygiene regulations and demonstrable awareness of HACCP procedures.		X
Confidence with the use and understanding of a range of IT skills are essential both for personal working and also to develop the Union's engagement with its members.		X

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To hold, or be able to achieve, SIA level 2 award in Door Supervision		X
To hold or be able to hold a full UK driving licence		X
To hold, or be able to hold a personal licence	X	
To hold, or be able to achieve a First Aider at Work certificate		X
To hold, or be able to achieve a Food Hygiene certificate		X
Able to work flexible hours including regular evenings and to ensure there are adequate management controls at all times. To visit satellite bars as necessary.	X	

Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.