

# Deputy Venues Manager (Food)

## Role Profile

SUSU is **here to enrich the life of every student.**

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

### Main Purpose of the Role:

1. To ensure high standards of food quality, safety, and customer experience across all Food & Beverage outlets.
2. To work with the Venues Manager to implement departmental plans with a focus on service excellence and financial performance.
3. Lead the catering team day-to-day ensuring they are enabled to perform to the highest standard possible and foster a culture of accountability and collaboration.

**Responsible to:** Venues Manager

**Responsible for:** Catering Supervisor, Catering Assistants & Student Staff

**Grade:** 3

### Main Duties of the Role

#### Operational Management

- Oversee day-to-day catering operations across all Food & Beverage outlets.
- Ensure consistent delivery of high-quality food and customer service.
- Monitor and maintain food safety, hygiene, and health & safety standards in line with legislation and best practice.
- Work closely with the Venues Manager to develop and update menus that are appealing, cost-effective, and aligned with student needs and trends.

#### Team Leadership

- Line manage the Catering Supervisor, Catering Assistants and student staff.
- In collaboration with the Venues Manager and People Team, provide training, support, and performance management to develop a motivated and effective team.
- Lead by example in fostering a positive, inclusive, and customer-focused working environment.
- Manage absence and lateness within the team to deliver our food service effectively.

#### Financial & Administrative Duties

- Monitor catering budgets, control costs, and contribute to financial planning and evaluation.

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- Maintain accurate records for compliance, stock, and staff scheduling.
- Manage stock control, ordering, and supplier relationships to ensure availability of quality ingredients and products.

### **Collaboration & Innovation**

- Contribute to the wider strategic goals of the Students' Union by supporting events, sustainability initiatives, and student engagement.
- Stay informed about food trends and student preferences to continuously improve the catering offer.
- Engage the wider SUSU team in the aims of catering across the Students' Union.
- Work with the wider venues team to ensure that the catering options available compliment the beverage offering, and vice-versa.
- Develop effective working relationships with suppliers, the University and external vendors.

### **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 plan, promoting our aims and values through the goals of the departments 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 always provided, 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
Extensive catering and customer service experience	X	
Experience of line management (e.g. recruitment, induction, coaching, training, support)	X	
Comprehensive working knowledge of food safety and hygiene (e.g. Food Hygiene Level 3 or equivalent)	X	
Strong communication skills	X	
Knowledge of building and costing dishes	X	
Experience of managing an outlet level profit & loss		X
Good IT skills (e.g. email, Teams, Excel, Word) and experience of online ordering	X	
Experience of designing, implementing and monitoring Due Diligence documents	X	
Experience of working closely with suppliers		X
Experience of operational staffing planning and scheduling	X	
Experience of managing own and team's workload, time and priorities	X	
Commitment to the values and purpose of a Students' Union, including the ability to work in and promote the student-led environment	X	
Commitment to and understanding of equal opportunities, including inclusivity and access issues	X	

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### Our Values

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



#### We are **Responsible**

We are accountable for our **decisions**

We stand up for others and challenge **unfairness**

We recognise the importance of the **climate crisis** and constantly try to become more environmentally sustainable in all our practices



#### We create **Community**

We create opportunities for all students to feel part of a **wider community**

We make sure our spaces and activities make all students feel **they belong** here

We work to help all students **feel safe**, able to express themselves and participate fully



#### We are **Supportive**

We will always be here for students, **ready to help** when necessary

We empower students to **develop skills**, find solutions and make change

We make sure the **student voice is heard** in all areas that affect the student experience