

UNIVERSITY OF BIRMINGHAM GUILD OF STUDENTS

JOB DESCRIPTION

Job Title:	VENUES DEVELOPMENT MANAGER
Reporting to:	Director of Engagement
Line Manages:	Venues Department though the Deputy Venues Manager
Grade:	Guild grade 8

Organisation:

The Venues Department manages the Guild's large scale events, bars, catering, security and technical services (sound, light & production) within the Engagement Directorate. The Engagement Directorate is one of three at the Guild, reporting to the CEO alongside the Directorates of Operations and Support & Representation.

Job Purpose:

The Venues Development Manager is a key role in leading, developing and supporting staff to deliver the Guild's strategic plan for students. Acting as a role model for the required standard of values, behaviour and performance, we expect managers to create an inclusive and engaging environment for all.

The Venues Development Manager is required:

- To develop venues related commercial income, in line with the Commercial Strategy, including the development of new income streams, and the efficient operations of existing income streams
- To be responsible for the development and efficiency of the Guild's large scale events, bars, catering, security, technical services, and customer service
- To be proactive in the development of commercial operations to ensure that all services and activities support students to have fun in an inclusive environment, as set out in the Guild's strategic plan

This will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves extensive collaboration with internal and external stakeholders to ensure that staff and Officers are well-informed, prepared and supported to engage with students.

Success in the role will be built on robust commercial acumen, good working relationships with stakeholders, acting as a strong, positive ambassador for the Guild and having a clear focus on taking action to ensure that under-represented groups can find a comfortable place here.

Generating a culture of ambitious targets and taking a strategic approach to the evaluation and development of the departments' work are key. People managers are expected to act as role models for the Guild's competency framework, which should be read in conjunction with this job description.

Key Role Responsibilities

1. To work with the Director of Engagement and Senior Management Team to ensure the successful delivery and development of the Venues operations, including all licensed trade, catering operations, security and events across the Guild in order to support the strategic plan.
2. To be responsible for Venues resources, including the management of beverage and food stocks, in order to maximise gross profit margins and contribute to the Guild's commercial income.
3. To be responsible for the development, implementation, management and maintenance of Venues systems, in order to maximise efficiency, effectiveness and margins.
4. To be responsible for the project management and delivery of events to support engagement with our members.
5. To be responsible for sale of alcohol for the Guild in line with Licensing Act 2003, and the Guild's Club Premises Certificate.
6. To ensure Venues policies and procedures are maintained in line with relevant legislation updates, and that staff are trained appropriately and aware of their responsibilities to ensure legal compliance.
7. To work with the Facilities Manager to ensure health and safety policies are developed and implemented effectively to maintain the safety of members and staff using Venue operations, including emergency evacuation and security.
8. To oversee the development and management of Venue operations departmental budgets, ensuring regular monitoring and ensure adherence to the Guild's financial procedures.
9. To be responsible for the operation and security of the Guild of Students building outside of office working hours, and to have key holder responsibilities for opening, locking up and on call duties.
10. To oversee and review the reporting of incidents, ensuring staff are effectively trained in order to reduce the number of incidents taking place.
11. To be responsible for the management and ongoing development in relevant local and national accreditation schemes in order to benchmark and showcase Guild events, bars, security etc.
12. To be responsible for the management of Venues core and student staff, including recruitment, induction and training, ensuring all staff training is kept up to date to reflect legislation and policy.
13. To oversee the work of the Venues team to ensure high levels of customer service and care, and monitoring of customer care standards, in line with Guild customer care charter.
14. To participate in Guild committees as required, including preparing and presenting reports.

15. To communicate and collaborate with other Guild departments, role modelling, supporting and facilitating the wider team to focus on the issues that are relevant and important to students.
16. To keep up to date with policy and developments in the field of venues to build departmental expertise and to provide information, insight and analysis to Officers, elected representatives and Guild colleagues, as necessary.
17. To actively look for ways to work smarter and identify service improvements, through research and other evidence sources, and to recommend these to the Director of Engagement for consideration.
18. To develop and maintain effective relationships with University colleagues, internal and external stakeholders, including attending University meetings and other relevant external bodies as necessary.
19. To affiliate to relevant bodies and establish a network of partnerships and contacts at local, regional and national levels, as necessary to improve and develop the service, and to facilitate learning and development activities where helpful for the Guild's work.

General Duties

1. To undertake appropriate induction, 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 impact and any other specific Guild Policy which impacts upon your role or that of the team/department.
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. People managers should aim to act in line with level 2 (manager) of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) and with level 1 of the 'Motivational Leadership' competency, 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 participate as an active and accountable member of the Guild's wider management team.
6. To support the wider work of the Department and Guild, where necessary, in the event of sickness, holiday or other exceptional circumstances. This includes being available to assist with events and incidents that may occur out of normal working hours.
7. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

PERSON SPECIFICATION

	Essential	Desirable
EDUCATION, QUALIFICATIONS AND TRAINING		
Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent	✓	
A Management/Leadership or related professional qualification	✓	
Premise License holder	✓	
SIA Door License holder		✓
Level 3 Award in supervising food safety and HACCP		✓
First Aid Trained and certified qualified to HSE First aid at work		✓
EXPERIENCE		
Experience of successfully managing a staff team to achieve service and quality standards	✓	
Experience of developing and maintaining complex relationships with internal and external stakeholders	✓	
Experience of developing and managing budgets effectively	✓	
Experience of working in a democratic environment with complex decision-making structures	✓	
Experience of strategically evaluating and developing services and systems		✓
Experience of managing and maintaining complex administration systems to support front-line service delivery	✓	
Experience of managing incidents and conflict situations	✓	
Experience of empowering others to create positive change	✓	
Experience of working effectively with others on cross-organisational projects and issues	✓	
SKILLS AND KNOWLEDGE		
Up to date knowledge and understanding of legislation related to the Licensing, Food Safety, Security Industry, and First Aid At Work.	✓	
Knowledge of democratic structures and working within governance processes and documents		✓

Highly developed interpersonal skills including the ability to develop strong working relationships with a wide range of stakeholder – students, senior management, funding organisations etc.	✓	
Ability to communicate effectively with students 1-2-1 and in groups	✓	
Ability to use standard office software including spreadsheets	✓	
Strong communicator - able to present complex information clearly and concisely in writing and verbally	✓	
Ability to take a collaborative approach to solving problems	✓	
Ability to maintain financial records and control budgets	✓	
Ability to recruit, motivate and develop others	✓	
Ability to balance the needs of individuals and team/organisation	✓	
Ability to encourage excellence and support a learning and development culture	✓	
PERSONAL QUALITIES/BEHAVIOURS		
Highly motivated by working in a student-led, democratic workplace	✓	
Inclusivity: Celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment	✓	
Student and Customer Focus: Proactive in empowering students and improving services and opportunities	✓	
Teamwork: Open and approachable – proactively builds good relationships with people across the Guild	✓	
Accountability: Role models, supports and facilitates the team to work more efficiently and do things differently	✓	
Accountability: Attention to detail	✓	
Results Focus: Highly resilient – can maintain personal direction and motivation and support colleagues in difficult situations	✓	
Results Focus: Generates and supports an ambitious, high-quality, results-driven culture	✓	
Motivational Leadership: Actively supports people - creates a positive environment for the team and shows appropriate care, empathy and concern for others	✓	
Communication: Is able to present a case confidently and persuasively, and address sensitive issues appropriately	✓	